

| | | | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|---|--|---|--|
| SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, 30 | | | | 1 REQUISITION NO | | PAGE 1 OF 43 | | | | | | | |
| 2. CONTRACT NO. NRC-33-02-327 | | 3. AWARD/EFFECTIVE DATE 10-01-2002 | | 4. ORDER NO | | MODIFICATION NO. | | 5. SOLICITATION NO RS-CIO-02-327 | | 6. SOLICITATION ISSUE DATE August 12, 2002 | | | |
| 7. FOR SOLICITATION INFORMATION CALL: | | | | a. NAME Carolyn A. Cooper | | | | b. TELEPHONE NO (No Collect Calls) (301) 415-6737 | | 8. OFFER DUE DATE/LOCAL TIME August 30, 2002 | | | |
| 9. ISSUED BY U.S. Nuclear Regulatory Commission Division of Contracts and Property Mgt. Attn: T-7-I-2 Contract Management Branch Washington DC 20555 | | | | CODE | | 10. THIS ACQUISITION IS <input type="checkbox"/> UNRESTRICTED <input checked="" type="checkbox"/> SET ASIDE: 100 % FOR <input checked="" type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> HUBZONE SMALL BUSINESS <input type="checkbox"/> B(A) NAICS 561410 SIZE STANDARD \$6 million/3 yr | | | | 11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input checked="" type="checkbox"/> SEE SCHEDULE <input type="checkbox"/> 13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700) 13b. RATING N/A 14. METHOD OF SOLICITATION <input type="checkbox"/> RFQ <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP | | 12. DISCOUNT TERMS N/A | |
| 15. DELIVER TO U.S. Nuclear Regulatory Commission Public Document Room 11555 Rockville Pike Rockville MD 20592 | | | | CODE | | 16. ADMINISTERED BY U.S. Nuclear Regulatory Commission Division of Contracts and Property Mgt. ATTN: T-7-I-2 Contract Management Branch No. 2 Washington DC 20555 | | | | CODE | | | |
| 17a. CONTRACTOR/OFFEROR Qualex International ATTN: Mr. Victor Garaycochea President P.O. Box 255 Rockville MD 20848 TELEPHONE NO (301) 610-5374 / (301) 610-5373 | | | | CODE | | FACILITY CODE | | | | 18a. PAYMENT WILL BE MADE BY U.S. Nuclear Regulatory Commission Payment Team, Mail Stop T-9-H-4 Attn: (NRC-33-02-327) Washington DC 20555 | | CODE | |
| <input type="checkbox"/> 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER | | | | <input type="checkbox"/> 18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM | | | | | | | | | |
| 19. ITEM NO | | 20. SCHEDULE OF SUPPLIES/SERVICES | | | | 21. QUANTITY | | 22. UNIT | | 23. UNIT PRICE | | 24. AMOUNT | |
| | | See Section B, Schedule NOTE: This is a no cost to the Government contract. | | | | | | | | | | | |
| 25. ACCOUNTING AND APPROPRIATION DATA N/A | | | | | | | | | | 26. TOTAL AWARD AMOUNT (For Govt. Use Only) 475,222.50 | | | |
| <input type="checkbox"/> 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4, FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA | | | | | | | | | | <input type="checkbox"/> ARE | | <input type="checkbox"/> ARE NOT ATTACHED. | |
| <input checked="" type="checkbox"/> 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4, FAR 52.212-5 IS ATTACHED. ADDENDA | | | | | | | | | | <input type="checkbox"/> ARE | | <input checked="" type="checkbox"/> ARE NOT ATTACHED. | |
| 28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN 2 COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN | | | | | | 29. AWARD OF CONTRACT REFERENCE DATED _____ YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN IS ACCEPTED AS TO ITEMS | | | | | | | |
| 30a. SIGNATURE OF OFFEROR/CONTRACTOR Victor Garaycochea | | | | | | 31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER) Sharon D. Stewart Contracting Officer | | | | | | | |
| 30b. NAME AND TITLE OF SIGNER (TYPE OR PRINT) VICTOR GARAYCOCHEA | | | | 30c. DATE SIGNED 9-30-02 | | 31b. NAME OF CONTRACTING OFFICER (TYPE OR PRINT) Sharon D. Stewart Contracting Officer | | | | 31c. DATE SIGNED 9-30-02 | | | |
| AUTHORIZED FOR LOCAL REPRODUCTION | | | | | | | | | | | | | |
| STANDARD FORM 1449 (REV. 4/2002) Prescribed by GSA - FAR (48 CFR) 53.212 | | | | | | | | | | | | | |

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SECTION B - CONTINUATION BLOCK

B.1 PROJECT TITLE

The title of this project is as follows:

"DOCUMENT DUPLICATION SERVICES FOR THE NRC PUBLIC DOCUMENT ROOM"

B.2 BRIEF DESCRIPTION OF WORK

The Contractor shall provide all labor, equipment, materials and supplies, except as specified or otherwise provided herein, to provide document reproduction, document delivery and related services to the public and to Public Document Room (PDR) staff (acting on behalf of the public) related to paper to paper reproduction, microform to paper (blowback) reproduction, microform to microform reproduction, facsimile transmissions, diskette duplication, video cassette duplication, audio tape duplication, photograph duplication, full text to diskette duplication, full text to paper duplication, CD-Rom to CD-Rom duplication and CD-Rom to Paper duplication.

This service can be very labor intensive due in part to the continual need to: disassemble and to reassemble multi-page documents and folders, the nature of the blowback process and many other tasks associated with the processing, delivering, and billing of individual orders. Contractor staff are required to retrieve and re-file 48X ARMS microfiche which are housed and maintained by the Contractor in the Contractor's work area and also re-file folders which are submitted with reproduction orders.

B.3 SCHEDULE OF ITEMS AND PRICES

The Contractor shall provide a schedule of costs which includes the processing times for all document reproduction services specified herein.

This contract shall be at no cost to the Government. Under this contract, the Government shall not be liable for any compensation, expense, loss or damage incurred by the Contractor. The Contractor shall obtain payment from each requester for any services rendered plus applicable sales and use taxes.

The NRC makes no guarantee to the Contractor concerning the number of pages of documents to be produced or the use of one medium versus another.

NRC-33-02-327 SECTION B

YEAR ONE - BASE PERIOD

| DESCRIPTION OF SERVICES | MAXIMUM QUANTITY | PROCESS TIMES | ESTIMATED QUANTITY | UNIT PRICE | TOTAL AMOUNT |
|--|-----------------------------|--------------------------|-------------------------------|-----------------------|-------------------------|
| 1. PAPER TO PAPER REPRODUCTION (per page) | | | | | |
| a. Standard Size (up to 11" X 14" reduced): | | | | | |
| Base Rate | 3,000 | 4 hours | 300,000 | \$.15/pg | \$45,000.00 |
| Priority Rate | 2,000 | 1 hour | 100,000 | \$.20/pg | \$20,000.00 |
| b. Oversized (including Engineering Drawings): | | | | | |
| 11" X 17" | 1,000 | 4 hours | 325 | \$.25/pg | \$ 81.25 |
| Over 11" X 17" | 10 | 24 hours | 10 | \$1.50/sf | \$ 15.00 |
| c. Color Drawings: | | | | | |
| 8-1/2" x 11" | 10 | 24 hours | 50 | \$2.50/ft | \$ 125.00 |
| Over 8-1/2" X 11" | 5 | 6 hours | 5 | \$3.00/ft | \$ 15.00 |
| d. Self-Service | N/A | N/A | 500 | \$.10/pg | \$ 100.00 |
| 2. MICROFORM TO PAPER REPRODUCTION (BLOWBACKS) (per page) | | | | | |
| a. Microfiche to Paper: | | | | | |
| Base Rate | 2,000 | 6 hours | 400,000 | \$.20/pg | \$80,000.00 |
| Priority Rate | 1,000 | 3 hours | 40,000 | \$.25/pg | \$10,000.00 |
| b. Aperture Cards (black and white) (per square foot): | | | | | |
| Base Rate | 50 | 48 hours | 50 | \$2.50/ft | \$ 125.00 |
| Priority Rate | 50 | 24 hours | 50 | \$3.50/ft | \$ 175.00 |
| 3. MICROFORM DUPLICATION (per card) | | | | | |
| a. Microfiche | 300 | 2 hours | 2,100 | \$.75/cd | \$ 1,575.00 |
| b. Priority | 200 | 1 hour | 1,000 | \$1.00/cd | \$ 1,000.00 |
| 4. FACSIMILE TRANSMISSION (per page) | | | | | |
| a. Local Service | N/A | 1 hour | 20,000 | \$.30/pg | \$ 6,000.00 |
| b. Long Distance | N/A | 1 hour | 25,000 | \$.50/pg | \$12,500.00 |
| c. Foreign Long Distance | N/A | 1 hour | 150 | \$1.00/pg | \$ 150.00 |

NRC-33-02-327 SECTION B

5. DISKETTE DUPLICATION (per disk)

| | | | | | |
|--------------|----|---------|----|-------------|-----------|
| a. Base Rate | 10 | 2 hours | 50 | \$ 3.00/dsk | \$ 150.00 |
| b. Priority | 5 | 1 hour | 25 | \$ 5.00/dsk | \$ 75.00 |

6. VIDEO CASSETTE DUPLICATION (per cassette)

| | | | | | |
|------------------|---|---------|----|-------------|-----------|
| a. Base Rate | 1 | 6 hours | 10 | \$15.00/cas | \$ 150.00 |
| b. Priority Rate | 1 | 3 hours | 5 | \$30.00/cas | \$ 150.00 |

7. AUDIO TAPE DUPLICATION (per tape)

| | | | | | |
|------------------|---|---------|----|------------|----------|
| a. Base Rate | 5 | 6 hours | 10 | \$ 3.00/tp | \$ 30.00 |
| b. Priority Rate | 1 | 3 hours | 5 | \$ 5.00/tp | \$ 25.00 |

8. PHOTOGRAPHIC DUPLICATION (per slide/photograph)

| | | | | | |
|---------------------|---|----------|----|---------------|-----------|
| a. Slides/Negatives | 5 | 72 hours | 60 | \$ 5.00/neg | \$ 300.00 |
| b. Photographs | 5 | 24 hours | 60 | \$10.00/photo | \$ 600.00 |

9. FULL TEXT (EFT)/CITATIONS TO DISKETTE (per diskette) (NOTE: Applies to Image and OCR TIFF & PDF Text)

| | | | | | |
|--------------|---|---------|----|-------------|----------|
| a. Base Rate | 5 | 4 hours | 10 | \$ 3.00/dsk | \$ 30.00 |
| b. Priority | 5 | 1 hour | 5 | \$ 5.00/dsk | \$ 25.00 |

10. FULL TEXT (EFT)/CITATIONS TO PAPER (per page)

| | | | | | |
|--------------|-------|---------|---------|-----------|-------------|
| a. Base Rate | 3,000 | 4 hours | 250,000 | \$.15/pg | \$37,500.00 |
| b. Priority | 1,000 | 1 hour | 100,000 | \$.20/pg | \$20,000.00 |

11. FULL TEXT (EFT)/CITATIONS TO CD-ROM (per document)

| | | | | | |
|--------------|-----|----------|-----|----------------------------|-----------|
| a. Base Rate | 100 | 48 hours | 200 | \$3.00/cd (+\$.05/page) | \$ 600.00 |
| b. Priority | 20 | 6 hours | 50 | \$3.00/cd (+\$.10/page) | \$ 150.00 |

12. CD-ROM TO CD-ROM REPRODUCTION (per CD)

| | | | | | |
|--------------|----|----------|----|------------|-----------|
| a. Base Rate | 10 | 24 hours | 25 | \$10.00/cd | \$ 250.00 |
| b. Priority | 10 | 2 hours | 15 | \$15.00/cd | \$ 225.00 |

13. CD-ROM TO PAPER REPRODUCTION (per page)

| | | | | | |
|--------------|-----|--------|-------|-----------|-----------|
| a. Base Rate | 500 | 1 hour | 3,000 | \$.15/pg | \$ 450.00 |
| b. Priority | 200 | 1 hour | 1,000 | \$.20/pg | \$ 200.00 |

TOTAL YEAR ONE - BASE PERIOD

\$237,611.25

NRC-33-02-327 SECTION B

YEAR TWO - BASE PERIOD

| DESCRIPTION OF SERVICES | MAXIMUM QUANTITY | PROCESS TIMES | ESTIMATED QUANTITY | UNIT PRICE | TOTAL AMOUNT |
|------------------------------------|-----------------------------|--------------------------|-------------------------------|-----------------------|-------------------------|
|------------------------------------|-----------------------------|--------------------------|-------------------------------|-----------------------|-------------------------|

1. PAPER TO PAPER REPRODUCTION (per page)

a. Standard Size (up to 11" X 14" reduced):

| | | | | | |
|---------------|-------|---------|---------|-----------|-------------|
| Base Rate | 3,000 | 4 hours | 300,000 | \$.15/pg | \$45,000.00 |
| Priority Rate | 2,000 | 1 hour | 100,000 | \$.20/pg | \$20,000.00 |

b. Oversized (including Engineering Drawings):

| | | | | | |
|----------------|-------|----------|-----|-----------|----------|
| 11" X 17" | 1,000 | 4 hours | 325 | \$.25/pg | \$ 81.25 |
| Over 11" X 17" | 10 | 24 hours | 10 | \$1.50/sf | \$ 15.00 |

c. Color Drawings:

| | | | | | |
|-------------------|----|----------|----|-----------|-----------|
| 8-1/2" x 11" | 10 | 24 hours | 50 | \$2.50/ft | \$ 125.00 |
| Over 8-1/2" X 11" | 5 | 6 hours | 5 | \$3.00/ft | \$ 15.00 |

| | | | | | |
|-----------------|-----|-----|-----|-----------|-----------|
| d. Self-Service | N/A | N/A | 500 | \$.10/pg | \$ 100.00 |
|-----------------|-----|-----|-----|-----------|-----------|

2. MICROFORM TO PAPER REPRODUCTION (BLOWBACKS) (per page)

a. Microfiche to Paper:

| | | | | | |
|---------------|-------|---------|---------|-----------|-------------|
| Base Rate | 2,000 | 6 hours | 400,000 | \$.20/pg | \$80,000.00 |
| Priority Rate | 1,000 | 3 hours | 40,000 | \$.25/pg | \$10,000.00 |

b. Aperture Cards (black and white) (per square foot):

| | | | | | |
|---------------|----|----------|----|-----------|-----------|
| Base Rate | 50 | 48 hours | 50 | \$2.50/ft | \$ 125.00 |
| Priority Rate | 50 | 24 hours | 50 | \$3.50/ft | \$ 175.00 |

3. MICROFORM DUPLICATION (per card)

| | | | | | |
|---------------|-----|---------|-------|-----------|-------------|
| a. Microfiche | 300 | 2 hours | 2,100 | \$.75/cd | \$ 1,575.00 |
| b. Priority | 200 | 1 hour | 1,000 | \$1.00/cd | \$ 1,000.00 |

4. FACSIMILE TRANSMISSION (per page)

| | | | | | |
|------------------|-----|--------|--------|------------|-------------|
| a. Local Service | N/A | 1 hour | 20,000 | \$.30/pg | \$ 6,000.00 |
| b. Long Distance | N/A | 1 hour | 25,000 | \$. 50/pg | \$12,500.00 |
| c. Foreign | N/A | 1 hour | 150 | \$1.00/pg | \$ 150.00 |
| Long Distance | | | | | |

NRC-33-02-327 SECTION B

5. DISKETTE DUPLICATION (per disk)

| | | | | | |
|--------------|----|---------|----|-------------|-----------|
| a. Base Rate | 10 | 2 hours | 50 | \$ 3.00/dsk | \$ 150.00 |
| b. Priority | 5 | 1 hour | 25 | \$ 5.00/dsk | \$ 75.00 |

6. VIDEO CASSETTE DUPLICATION (per cassette)

| | | | | | |
|------------------|---|---------|----|-------------|-----------|
| a. Base Rate | 1 | 6 hours | 10 | \$15.00/cas | \$ 150.00 |
| b. Priority Rate | 1 | 3 hours | 5 | \$30.00/cas | \$ 150.00 |

7. AUDIO TAPE DUPLICATION (per tape)

| | | | | | |
|------------------|---|---------|----|------------|----------|
| a. Base Rate | 5 | 6 hours | 10 | \$ 3.00/tp | \$ 30.00 |
| b. Priority Rate | 1 | 3 hours | 5 | \$ 5.00/tp | \$ 25.00 |

8. PHOTOGRAPHIC DUPLICATION (per slide/photograph)

| | | | | | |
|---------------------|---|----------|----|---------------|-----------|
| a. Slides/Negatives | 5 | 72 hours | 60 | \$ 5.00/neg | \$ 300.00 |
| b. Photographs | 5 | 24 hours | 60 | \$10.00/photo | \$ 600.00 |

9. FULL TEXT (EFT)/CITATIONS TO DISKETTE (per diskette) (NOTE: Applies to Image and OCR TIFF & PDF Text)

| | | | | | |
|--------------|---|---------|----|-------------|----------|
| a. Base Rate | 5 | 4 hours | 10 | \$ 3.00/dsk | \$ 30.00 |
| b. Priority | 5 | 1 hour | 5 | \$ 5.00/dsk | \$ 25.00 |

10. FULL TEXT (EFT)/CITATIONS TO PAPER (per page)

| | | | | | |
|--------------|-------|---------|---------|-----------|-------------|
| a. Base Rate | 3,000 | 4 hours | 250,000 | \$.15/pg | \$37,500.00 |
| b. Priority | 1,000 | 1 hour | 100,000 | \$.20/pg | \$20,000.00 |

11. FULL TEXT (EFT)/CITATIONS TO CD-ROM (per document)

| | | | | | |
|--------------|-----|----------|-----|----------------------------|-----------|
| a. Base Rate | 100 | 48 hours | 200 | \$3.00/cd (+\$.05/page) | \$ 600.00 |
| b. Priority | 20 | 6 hours | 50 | \$3.00/cd (+\$.10/page) | \$ 150.00 |

12. CD-ROM TO CD-ROM REPRODUCTION (per CD)

| | | | | | |
|--------------|----|----------|----|------------|-----------|
| a. Base Rate | 10 | 24 hours | 25 | \$10.00/cd | \$ 250.00 |
| b. Priority | 10 | 2 hours | 15 | \$15.00/cd | \$ 225.00 |

13. CD-ROM TO PAPER REPRODUCTION (per page)

| | | | | | |
|--------------|-----|--------|-------|-----------|-----------|
| a. Base Rate | 500 | 1 hour | 3,000 | \$.15/pg | \$ 450.00 |
| b. Priority | 200 | 1 hour | 1,000 | \$.20/pg | \$ 200.00 |

TOTAL YEAR TWO - BASE PERIOD

\$237,611.25

NRC-33-02-327 SECTION B

OPTION YEAR ONE

| DESCRIPTION OF SERVICES | MAXIMUM QUANTITY | PROCESS TIMES | ESTIMATED QUANTITY | UNIT PRICE | TOTAL AMOUNT |
|--|---------------------|------------------|-----------------------|---------------|-----------------|
| 1. PAPER TO PAPER REPRODUCTION (per page) | | | | | |
| a. Standard Size (up to 11" X 14" reduced): | | | | | |
| Base Rate | 3,000 | 4 hours | 300,000 | \$.15/pg | \$45,000.00 |
| Priority Rate | 2,000 | 1 hour | 100,000 | \$.20/pg | \$20,000.00 |
| b. Oversized (including Engineering Drawings): | | | | | |
| 11" X 17" | 1,000 | 4 hours | 325 | \$.25/pg | \$ 81.25 |
| Over 11" X 17" | 10 | 24 hours | 10 | \$1.50/sf | \$ 15.00 |
| c. Color Drawings: | | | | | |
| 8-1/2" x 11" | 10 | 24 hours | 50 | \$2.50/ft | \$ 125.00 |
| Over 8-1/2" X 11" | 5 | 6 hours | 5 | \$3.00/ft | \$ 15.00 |
| d. Self-Service | N/A | N/A | 500 | \$.10/pg | \$ 100.00 |
| 2. MICROFORM TO PAPER REPRODUCTION (BLOWBACKS) (per page) | | | | | |
| a. Microfiche to Paper: | | | | | |
| Base Rate | 2,000 | 6 hours | 400,000 | \$.20/pg | \$80,000.00 |
| Priority Rate | 1,000 | 3 hours | 40,000 | \$.25/pg | \$10,000.00 |
| b. Aperture Cards (black and white) (per square foot): | | | | | |
| Base Rate | 50 | 48 hours | 50 | \$2.50/ft | \$ 125.00 |
| Priority Rate | 50 | 24 hours | 50 | \$3.50/ft | \$ 175.00 |
| 3. MICROFORM DUPLICATION (per card) | | | | | |
| a. Microfiche | 300 | 2 hours | 2,100 | \$.75/cd | \$ 1,575.00 |
| b. Priority | 200 | 1 hour | 1,000 | \$1.00/cd | \$ 1,000.00 |
| 4. FACSIMILE TRANSMISSION (per page) | | | | | |
| a. Local Service | N/A | 1 hour | 20,000 | \$.30/pg | \$ 6,000.00 |
| b. Long Distance | N/A | 1 hour | 25,000 | \$.50/pg | \$12,500.00 |
| c. Foreign Long Distance | N/A | 1 hour | 150 | \$1.00/pg | \$ 150.00 |

NRC-33-02-327 SECTION B

5. DISKETTE DUPLICATION (per disk)

| | | | | | |
|--------------|----|---------|----|-------------|-----------|
| a. Base Rate | 10 | 2 hours | 50 | \$ 3.00/dsk | \$ 150.00 |
| b. Priority | 5 | 1 hour | 25 | \$ 5.00/dsk | \$ 75.00 |

6. VIDEO CASSETTE DUPLICATION (per cassette)

| | | | | | |
|------------------|---|---------|----|-------------|-----------|
| a. Base Rate | 1 | 6 hours | 10 | \$15.00/cas | \$ 150.00 |
| b. Priority Rate | 1 | 3 hours | 5 | \$30.00/cas | \$ 150.00 |

7. AUDIO TAPE DUPLICATION (per tape)

| | | | | | |
|------------------|---|---------|----|------------|----------|
| a. Base Rate | 5 | 6 hours | 10 | \$ 3.00/tp | \$ 30.00 |
| b. Priority Rate | 1 | 3 hours | 5 | \$ 5.00/tp | \$ 25.00 |

8. PHOTOGRAPHIC DUPLICATION (per slide/photograph)

| | | | | | |
|---------------------|---|----------|----|---------------|-----------|
| a. Slides/Negatives | 5 | 72 hours | 60 | \$ 5.00/neg | \$ 300.00 |
| b. Photographs | 5 | 24 hours | 60 | \$10.00/photo | \$ 600.00 |

9. FULL TEXT (EFT)/CITATIONS TO DISKETTE (per diskette) (NOTE: Applies to Image and OCR TIFF & PDF Text)

| | | | | | |
|--------------|---|---------|----|-------------|----------|
| a. Base Rate | 5 | 4 hours | 10 | \$ 3.00/dsk | \$ 30.00 |
| b. Priority | 5 | 1 hour | 5 | \$ 5.00/dsk | \$ 25.00 |

10. FULL TEXT (EFT)/CITATIONS TO PAPER (per page)

| | | | | | |
|--------------|-------|---------|---------|-----------|-------------|
| a. Base Rate | 3,000 | 4 hours | 250,000 | \$.15/pg | \$37,500.00 |
| b. Priority | 1,000 | 1 hour | 100,000 | \$.20/pg | \$20,000.00 |

11. FULL TEXT (EFT)/CITATIONS TO CD-ROM (per document)

| | | | | | |
|--------------|-----|----------|-----|----------------------------|-----------|
| a. Base Rate | 100 | 48 hours | 200 | \$3.00/cd (+\$.05/page) | \$ 600.00 |
| b. Priority | 20 | 6 hours | 50 | \$3.00/cd (+\$.10/page) | \$ 150.00 |

12. CD-ROM TO CD-ROM REPRODUCTION (per CD)

| | | | | | |
|--------------|----|----------|----|------------|-----------|
| a. Base Rate | 10 | 24 hours | 25 | \$10.00/cd | \$ 250.00 |
| b. Priority | 10 | 2 hours | 15 | \$15.00/cd | \$ 225.00 |

13. CD-ROM TO PAPER REPRODUCTION (per page)

| | | | | | |
|--------------|-----|--------|-------|-----------|-----------|
| a. Base Rate | 500 | 1 hour | 3,000 | \$.15/pg | \$ 450.00 |
| b. Priority | 200 | 1 hour | 1,000 | \$.20/pg | \$ 200.00 |

TOTAL OPTION YEAR ONE

\$237,611.25

NRC-33-02-327 SECTION B

OPTION YEAR TWO

| DESCRIPTION OF SERVICES | MAXIMUM QUANTITY | PROCESS TIMES | ESTIMATED QUANTITY | UNIT PRICE | TOTAL AMOUNT |
|--|-----------------------------|--------------------------|-------------------------------|-----------------------|-------------------------|
| 1. PAPER TO PAPER REPRODUCTION (per page) | | | | | |
| a. Standard Size (up to 11" X 14" reduced): | | | | | |
| Base Rate | 3,000 | 4 hours | 300,000 | \$.15/pg | \$45,000.00 |
| Priority Rate | 2,000 | 1 hour | 100,000 | \$.20/pg | \$20,000.00 |
| b. Oversized (including Engineering Drawings): | | | | | |
| 11" X 17" | 1,000 | 4 hours | 325 | \$.25/pg | \$ 81.25 |
| Over 11" X 17" | 10 | 24 hours | 10 | \$1.50/sf | \$ 15.00 |
| c. Color Drawings: | | | | | |
| 8-1/2" x 11" | 10 | 24 hours | 50 | \$2.50/ft | \$ 125.00 |
| Over 8-1/2" X 11" | 5 | 6 hours | 5 | \$3.00/ft | \$ 15.00 |
| d. Self-Service | N/A | N/A | 500 | \$.10/pg | \$ 100.00 |
| 2. MICROFORM TO PAPER REPRODUCTION (BLOWBACKS) (per page) | | | | | |
| a. Microfiche to Paper: | | | | | |
| Base Rate | 2,000 | 6 hours | 400,000 | \$.20/pg | \$80,000.00 |
| Priority Rate | 1,000 | 3 hours | 40,000 | \$.25/pg | \$10,000.00 |
| b. Aperture Cards (black and white) (per square foot): | | | | | |
| Base Rate | 50 | 48 hours | 50 | \$2.50/ft | \$ 125.00 |
| Priority Rate | 50 | 24 hours | 50 | \$3.50/ft | \$ 175.00 |
| 3. MICROFORM DUPLICATION (per card) | | | | | |
| a. Microfiche | 300 | 2 hours | 2,100 | \$.75/cd | \$ 1,575.00 |
| b. Priority | 200 | 1 hour | 1,000 | \$1.00/cd | \$ 1,000.00 |
| 4. FACSIMILE TRANSMISSION (per page) | | | | | |
| a. Local Service | N/A | 1 hour | 20,000 | \$.30/pg | \$ 6,000.00 |
| b. Long Distance | N/A | 1 hour | 25,000 | \$. 50/pg | \$12,500.00 |
| c. Foreign Long Distance | N/A | 1 hour | 150 | \$1.00/pg | \$ 150.00 |

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5. DISKETTE DUPLICATION (per disk)

| | | | | | |
|--------------|----|---------|----|-------------|-----------|
| a. Base Rate | 10 | 2 hours | 50 | \$ 3.00/dsk | \$ 150.00 |
| b. Priority | 5 | 1 hour | 25 | \$ 5.00/dsk | \$ 75.00 |

6. VIDEO CASSETTE DUPLICATION (per cassette)

| | | | | | |
|------------------|---|---------|----|-------------|-----------|
| a. Base Rate | 1 | 6 hours | 10 | \$15.00/cas | \$ 150.00 |
| b. Priority Rate | 1 | 3 hours | 5 | \$30.00/cas | \$ 150.00 |

7. AUDIO TAPE DUPLICATION (per tape)

| | | | | | |
|------------------|---|---------|----|------------|----------|
| a. Base Rate | 5 | 6 hours | 10 | \$ 3.00/tp | \$ 30.00 |
| b. Priority Rate | 1 | 3 hours | 5 | \$ 5.00/tp | \$ 25.00 |

8. PHOTOGRAPHIC DUPLICATION (per slide/photograph)

| | | | | | |
|---------------------|---|----------|----|---------------|-----------|
| a. Slides/Negatives | 5 | 72 hours | 60 | \$ 5.00/neg | \$ 300.00 |
| b. Photographs | 5 | 24 hours | 60 | \$10.00/photo | \$ 600.00 |

9. FULL TEXT (EFT)/CITATIONS TO DISKETTE (per diskette) (NOTE: Applies to Image and OCR TIFF & PDF Text)

| | | | | | |
|--------------|---|---------|----|-------------|----------|
| a. Base Rate | 5 | 4 hours | 10 | \$ 3.00/dsk | \$ 30.00 |
| b. Priority | 5 | 1 hour | 5 | \$ 5.00/dsk | \$ 25.00 |

10. FULL TEXT (EFT)/CITATIONS TO PAPER (per page)

| | | | | | |
|--------------|-------|---------|---------|-----------|-------------|
| a. Base Rate | 3,000 | 4 hours | 250,000 | \$.15/pg | \$37,500.00 |
| b. Priority | 1,000 | 1 hour | 100,000 | \$.20/pg | \$20,000.00 |

11. FULL TEXT (EFT)/CITATIONS TO CD-ROM (per document)

| | | | | | |
|--------------|-----|----------|-----|----------------------------|-----------|
| a. Base Rate | 100 | 48 hours | 200 | \$3.00/cd (+\$.05/page) | \$ 600.00 |
| b. Priority | 20 | 6 hours | 50 | \$3.00/cd (+\$.10/page) | \$ 150.00 |

12. CD-ROM TO CD-ROM REPRODUCTION (per CD)

| | | | | | |
|--------------|----|----------|----|------------|-----------|
| a. Base Rate | 10 | 24 hours | 25 | \$10.00/cd | \$ 250.00 |
| b. Priority | 10 | 2 hours | 15 | \$15.00/cd | \$ 225.00 |

13. CD-ROM TO PAPER REPRODUCTION (per page)

| | | | | | |
|--------------|-----|--------|-------|-----------|-----------|
| a. Base Rate | 500 | 1 hour | 3,000 | \$.15/pg | \$ 450.00 |
| b. Priority | 200 | 1 hour | 1,000 | \$.20/pg | \$ 200.00 |

TOTAL OPTION YEAR TWO **\$237,611.25**

NRC-33-02-327 SECTION B

OPTION YEAR THREE

| DESCRIPTION OF SERVICES | MAXIMUM QUANTITY | PROCESS TIMES | ESTIMATED QUANTITY | UNIT PRICE | TOTAL AMOUNT |
|--|-----------------------------|--------------------------|-------------------------------|-----------------------|-------------------------|
| 1. PAPER TO PAPER REPRODUCTION (per page) | | | | | |
| a. Standard Size (up to 11" X 14" reduced): | | | | | |
| Base Rate | 3,000 | 4 hours | 300,000 | \$.15/pg | \$45,000.00 |
| Priority Rate | 2,000 | 1 hour | 100,000 | \$.20/pg | \$20,000.00 |
| b. Oversized (including Engineering Drawings): | | | | | |
| 11" X 17" | 1,000 | 4 hours | 325 | \$.25/pg | \$ 81.25 |
| Over 11" X 17" | 10 | 24 hours | 10 | \$1.50/sf | \$ 15.00 |
| c. Color Drawings: | | | | | |
| 8-1/2" x 11" | 10 | 24 hours | 50 | \$2.50/ft | \$ 125.00 |
| Over 8-1/2" X 11" | 5 | 6 hours | 5 | \$3.00/ft | \$ 15.00 |
| d. Self-Service | N/A | N/A | 500 | \$.10/pg | \$ 100.00 |
| 2. MICROFORM TO PAPER REPRODUCTION (BLOWBACKS) (per page) | | | | | |
| a. Microfiche to Paper: | | | | | |
| Base Rate | 2,000 | 6 hours | 400,000 | \$.20/pg | \$80,000.00 |
| Priority Rate | 1,000 | 3 hours | 40,000 | \$.25/pg | \$10,000.00 |
| b. Aperture Cards (black and white) (per square foot): | | | | | |
| Base Rate | 50 | 48 hours | 50 | \$2.50/ft | \$ 125.00 |
| Priority Rate | 50 | 24 hours | 50 | \$3.50/ft | \$ 175.00 |
| 3. MICROFORM DUPLICATION (per card) | | | | | |
| a. Microfiche | 300 | 2 hours | 2,100 | \$.75/cd | \$ 1,575.00 |
| b. Priority | 200 | 1 hour | 1,000 | \$1.00/cd | \$ 1,000.00 |
| 4. FACSIMILE TRANSMISSION (per page) | | | | | |
| a. Local Service | N/A | 1 hour | 20,000 | \$.30/pg | \$ 6,000.00 |
| b. Long Distance | N/A | 1 hour | 25,000 | \$. 50/pg | \$12,500.00 |
| c. Foreign Long Distance | N/A | 1 hour | 150 | \$1.00/pg | \$ 150.00 |

NRC-33-02-327 SECTION B

5. DISKETTE DUPLICATION (per disk)

| | | | | | |
|--------------|----|---------|----|-------------|-----------|
| a. Base Rate | 10 | 2 hours | 50 | \$ 3.00/dsk | \$ 150.00 |
| b. Priority | 5 | 1 hour | 25 | \$ 5.00/dsk | \$ 75.00 |

6. VIDEO CASSETTE DUPLICATION (per cassette)

| | | | | | |
|------------------|---|---------|----|-------------|-----------|
| a. Base Rate | 1 | 6 hours | 10 | \$15.00/cas | \$ 150.00 |
| b. Priority Rate | 1 | 3 hours | 5 | \$30.00/cas | \$ 150.00 |

7. AUDIO TAPE DUPLICATION (per tape)

| | | | | | |
|------------------|---|---------|----|------------|----------|
| a. Base Rate | 5 | 6 hours | 10 | \$ 3.00/tp | \$ 30.00 |
| b. Priority Rate | 1 | 3 hours | 5 | \$ 5.00/tp | \$ 25.00 |

8. PHOTOGRAPHIC DUPLICATION (per slide/photograph)

| | | | | | |
|---------------------|---|----------|----|---------------|-----------|
| a. Slides/Negatives | 5 | 72 hours | 60 | \$ 5.00/neg | \$ 300.00 |
| b. Photographs | 5 | 24 hours | 60 | \$10.00/photo | \$ 600.00 |

9. FULL TEXT (EFT)/CITATIONS TO DISKETTE (per diskette) (NOTE: Applies to Image and OCR TIFF & PDF Text)

| | | | | | |
|--------------|---|---------|----|-------------|----------|
| a. Base Rate | 5 | 4 hours | 10 | \$ 3.00/dsk | \$ 30.00 |
| b. Priority | 5 | 1 hour | 5 | \$ 5.00/dsk | \$ 25.00 |

10. FULL TEXT (EFT)/CITATIONS TO PAPER (per page)

| | | | | | |
|--------------|-------|---------|---------|-----------|-------------|
| a. Base Rate | 3,000 | 4 hours | 250,000 | \$.15/pg | \$37,500.00 |
| b. Priority | 1,000 | 1 hour | 100,000 | \$.20/pg | \$20,000.00 |

11. FULL TEXT (EFT)/CITATIONS TO CD-ROM (per document)

| | | | | | |
|--------------|-----|----------|-----|----------------------------|-----------|
| a. Base Rate | 100 | 48 hours | 200 | \$3.00/cd (+\$.05/page) | \$ 600.00 |
| b. Priority | 20 | 6 hours | 50 | \$3.00/cd (+\$.10/page) | \$ 150.00 |

12. CD-ROM TO CD-ROM REPRODUCTION (per CD)

| | | | | | |
|--------------|----|----------|----|------------|-----------|
| a. Base Rate | 10 | 24 hours | 25 | \$10.00/cd | \$ 250.00 |
| b. Priority | 10 | 2 hours | 15 | \$15.00/cd | \$ 225.00 |

13. CD-ROM TO PAPER REPRODUCTION (per page)

| | | | | | |
|--------------|-----|--------|-------|-----------|-----------|
| a. Base Rate | 500 | 1 hour | 3,000 | \$.15/pg | \$ 450.00 |
| b. Priority | 200 | 1 hour | 1,000 | \$.20/pg | \$ 200.00 |

TOTAL OPTION YEAR THREE

\$237,611.25

NRC-33-02-327 SECTION B

5. DISKETTE DUPLICATION (per disk)

| | | | | | |
|--------------|----|---------|----|-------------|-----------|
| a. Base Rate | 10 | 2 hours | 50 | \$ 3.00/dsk | \$ 150.00 |
| b. Priority | 5 | 1 hour | 25 | \$ 5.00/dsk | \$ 75.00 |

6. VIDEO CASSETTE DUPLICATION (per cassette)

| | | | | | |
|------------------|---|---------|----|-------------|-----------|
| a. Base Rate | 1 | 6 hours | 10 | \$15.00/cas | \$ 150.00 |
| b. Priority Rate | 1 | 3 hours | 5 | \$30.00/cas | \$ 150.00 |

7. AUDIO TAPE DUPLICATION (per tape)

| | | | | | |
|------------------|---|---------|----|------------|----------|
| a. Base Rate | 5 | 6 hours | 10 | \$ 3.00/tp | \$ 30.00 |
| b. Priority Rate | 1 | 3 hours | 5 | \$ 5.00/tp | \$ 25.00 |

8. PHOTOGRAPHIC DUPLICATION (per slide/photograph)

| | | | | | |
|---------------------|---|----------|----|---------------|-----------|
| a. Slides/Negatives | 5 | 72 hours | 60 | \$ 5.00/neg | \$ 300.00 |
| b. Photographs | 5 | 24 hours | 60 | \$10.00/photo | \$ 600.00 |

9. FULL TEXT (EFT)/CITATIONS TO DISKETTE (per diskette) (NOTE: Applies to Image and OCR TIFF & PDF Text)

| | | | | | |
|--------------|---|---------|----|-------------|----------|
| a. Base Rate | 5 | 4 hours | 10 | \$ 3.00/dsk | \$ 30.00 |
| b. Priority | 5 | 1 hour | 5 | \$ 5.00/dsk | \$ 25.00 |

10. FULL TEXT (EFT)/CITATIONS TO PAPER (per page)

| | | | | | |
|--------------|-------|---------|---------|-----------|-------------|
| a. Base Rate | 3,000 | 4 hours | 250,000 | \$.15/pg | \$37,500.00 |
| b. Priority | 1,000 | 1 hour | 100,000 | \$.20/pg | \$20,000.00 |

11. FULL TEXT (EFT)/CITATIONS TO CD-ROM (per document)

| | | | | | |
|--------------|-----|----------|-----|----------------------------|-----------|
| a. Base Rate | 100 | 48 hours | 200 | \$3.00/cd (+\$.05/page) | \$ 600.00 |
| b. Priority | 20 | 6 hours | 50 | \$3.00/cd (+\$.10/page) | \$ 150.00 |

12. CD-ROM TO CD-ROM REPRODUCTION (per CD)

| | | | | | |
|--------------|----|----------|----|------------|-----------|
| a. Base Rate | 10 | 24 hours | 25 | \$10.00/cd | \$ 250.00 |
| b. Priority | 10 | 2 hours | 15 | \$15.00/cd | \$ 225.00 |

13. CD-ROM TO PAPER REPRODUCTION (per page)

| | | | | | |
|--------------|-----|--------|-------|-----------|-----------|
| a. Base Rate | 500 | 1 hour | 3,000 | \$.15/pg | \$ 450.00 |
| b. Priority | 200 | 1 hour | 1,000 | \$.20/pg | \$ 200.00 |

TOTAL OPTION YEAR THREE

\$237,611.25

GRAND TOTAL ALL YEARS

\$1,188,056.25

B.4 BACKGROUND

The U.S. Nuclear Regulatory Commission's (NRC) Headquarters Public Document Room, herein referred to as PDR, is located at One White Flint North, 11555 Rockville Pike, Room OWFN 1F21, Rockville, MD 20852. The PDR provides access to copies of publicly available documents maintained by NRC. As a part of this service, the NRC requires that document duplication services for various types of media reproduction be provided so that the public can obtain copies of the documents.

The Headquarters PDR contains more than 2.6 million documents, and the collection grows at the rate of over 300 new items every day. During an average month, the PDR serves about 970 requesters responding to information inquiries by telephone, e-mail, fax, and letter. The average number of reproduction orders submitted to the contractor during the previous three years was 13,984. (See Section D, Attachment No. 1, PDR Reproduction Statistics).

The PDR is open to the public Monday through Friday, from 7:45 a.m. to 4:15 p.m. (Eastern Standard Time), with the exception of Federal holidays. These normal hours of operation are herein referred to as PDR workdays.

B.5 SCOPE OF WORK

The Contractor shall furnish all labor, equipment, materials, and supplies, except as specified or otherwise provided herein, to provide document reproduction, document delivery and related services to the public and the PDR staff (acting as the public's representative). Services required hereunder shall include, but are not necessarily limited to:

- (1) Picking up orders and documents at designated locations in the PDR;
- (2) Filling reproduction orders for documents as listed on NRC order forms or authorized substitutes by producing paper copies from paper, paper copies from microform, or duplicating microforms. The duplication of other media, for example, video cassettes, audio cassettes, 3 1/2" diskettes, CD-ROMs as well as CD-ROM to paper, photographic material, and the downloading of full text, textual abstracts and citations from ADAMS to either CD-ROM, diskette or paper is also required.
- (3) Collating and stapling individual documents (or rubber banding large documents);
- (4) Answering inquiries on the status of reproduction orders;
- (5) Completing the financial transactions with the public for services rendered;
- (6) Delivering filled orders to the public as requested via pickup at the PDR, first-class mail, shipping services, or facsimile transmission;
- (7) Printing and processing online orders; and
- (8) Providing periodic and occasional ad hoc statistical reports.

B.5.1 ESTIMATED VOLUME OF WORK

The NRC makes no guarantee to the Contractor concerning the number of pages or documents to be produced or the use of one medium versus another. (See Section D, Attachment No. 2, PDR Reproduction Statistics.)

B.5.2 CHARACTERIZATION OF PDR

The PDR serves a varied public. Users may include engineers and other technical professionals, information brokers, representatives of utilities, the nuclear industry, law firms, and Government agencies, college students, public interest groups and private individuals. Users may be residents of foreign countries or representatives of foreign governments and corporations. Users typically fall into one of two basic groups: (1) frequent repeat users with a steady and constant need for PDR documents or (2) infrequent or one-time users.

Orders for reproduction services are requested by the following types of users:

- (1) On-site public requesters representing themselves;
- (2) On-site public requesters representing their firm/organization;
- (3) On-site information brokers representing their clients;
- (4) PDR staff acting for public requesters mailing, e-mailing, or faxing letters to the PDR;
- (5) PDR staff acting for public requesters placing telephone calls to the PDR;
- (6) PDR staff acting for public requesters who have established standing orders for particular documents; and
- (7) Either PDR staff or public requesters via the ADAMS on-line ordering module.

B.5.3 TYPES OF DOCUMENTS

A PDR document may be a letter, a drawing, a regulation, a formal printed report, an informal report, a legal document, a transcript, etc. A document can be a "single document" (one document) or a "document package" (a forwarding letter or memorandum with one or more "single documents" as attachments or enclosures). The "single document" has a page range from one to several thousand pages and may contain some oversized drawings. The document package has a page range from two to over 10,000 pages and may contain some oversized drawings.

B.5.4 DOCUMENT MEDIA

The primary media for documents in the PDR are paper, microform (microfiche or aperture cards), and computer-generated electronic full-text from ADAMS, the NRC's document management system. The majority of the PDR's historical paper collection is stored off-site and is retrieved for PDR users upon request. A given document can be available in any or all of these media. Most paper documents are on 8-1/2" X 11" loose-leaf or stapled sheets. However, there are also the following:

- a. -11" X 17" document foldout pages
- b. -8-1/2" X 14" pages
- c. -8" X 17" pages of formal reports (e.g. NUREG Rainbow series)
- d. -Oversized documents (larger than 11" x 17") such as drawings (some are blueprints or blueprint-like)

There are a very limited number of:

- a. -14 7/8" X 11" computer page printouts
- b. -documents with a glued spine which cannot be cut
- c. -documents with pages smaller than 8-1/2" X 11"

Most paper documents are located in folders or in 3-ring binders.

Microfiche may contain one or more "single documents" or "document packages." The microfiche have the following reduction ratios:

- 20X (12 columns with 5 or 6 rows)

- 24X (14 columns and 7 rows)
- 48X: There are two types of 48X: the ARMS microfiche (produced by NRC) have 28 columns and 13 rows; and IHS microfiche (produced by a commercial firm, IHS) have 28 columns and 14 rows

The 48X ARMS collection represents almost all of the NRC documents made publicly available since October 1978 through October 1999. On ARMS microfiche, documents are randomly filmed as received and are found by means of a microfiche address consisting of the microfiche number and the beginning and ending frame numbers. The 5-digit microfiche number appears in the upper left hand corner on the microfiche. The Contractor maintains (refiles and keeps complete) a collection of two sets of 48X ARMS microfiche contained in five drawer microfiche cabinets provided by the PDR. The Contractor will have the responsibility of replacing any missing fiche at their expense.

The requester (or PDR staff acting for the requester) selects the medium to be reproduced. The Contractor may not select an alternate format without consulting with the requester or a PDR reference staff member. At times, this may be necessary due to inferior quality of the format originally selected.

The PDR has a limited number of audio cassettes and video cassettes, as well as photographic material and CD-ROMs and 3-1/2" computer diskettes which are available for reproduction. The reproduction of 3-1/2" computer diskettes, CD-ROMs, and reproduction to paper or diskette from CD-ROM from a full text database is currently being performed.

NOTE: Since technology is changing so rapidly, the NRC reserves the right to provide different services to PDR users in whatever fashion is best for the agency and the public. In addition, this Statement of Work reflects the current operating experience of the PDR. Should there be significant changes to this contract, then a contract modification under the Changes Clause will be negotiated.

B.5.5 PHYSICAL ARRANGEMENT OF DOCUMENTS

The arrangement of paper documents in the PDR is a function of the number of pages in a document and the PDR file to which it belongs: One document may be in a folder (this includes tab or expandable file folders as well as 3-ring binders); one large document may be divided over a number of folders; or, most likely, a number of documents arranged in a date order may exist in one folder. There are a few cases in which a formal printed document stands alone and is not in a folder. The term "folder" will also include these items. Folders and documents are organized in varying ways based on the document type or subject and may be filed by date, by PDR alphanumeric file code or by both date and code. Most of the PDR's collection has been boxed for storage and the contractor may receive a box or boxes containing a number of folders with clipped documents. The contractor is responsible for refileing the documents and folders in the correct boxes for return to the storage.

Microfiche documents are in microfiche envelopes containing one or more microfiche and are kept in cabinets specifically designed for their storage. Aperture cards are kept in cabinets specifically designed for their storage. Video and audio cassettes, CD-ROM's and some diskettes are also kept in their own secured cabinet.

B.5.6 CARE AND HANDLING OF DOCUMENTS

The PDR staff has primary responsibility for maintenance of the document collection. However, the Contractor shall be responsible for making a conscious effort to prolong the life of each document and folder which it processes and re-files, and to prevent its deterioration and destruction. Repeated use, disassembly and reassembly of multi-page documents and folders inevitably degrade their condition, resulting in a wide variation in the condition of documents in the collection. The contractor is responsible for the training and monitoring of his staff in the appropriate handling of documents.

The Contractor shall routinely replace broken Ames folder fasteners with replacement pieces supplied by the PDR. Broken folders and folders with missing or illegible labels shall be identified during the course of work and returned promptly to PDR staff for repair and/or replacement. (See Attachment No. 2).

B.5.7 COPYRIGHTED DOCUMENTS

Occasionally copyright protected documents are placed in the PDR. Notices of the copyright law are posted in the PDR Reading Room and in the Contractor work area to alert the public to their responsibilities in regard to copyright. Since mid-1991, PDR staff has also alerted the public and the Contractor by attaching a notice to known copyrighted documents (See Section D, Attachment No. 3). These copyrighted documents may be copied for "fair use" only. The Contractor is authorized to make only one copy of such a document per order. Responsibility for further compliance with the law rests with the document requester.

A special situation may exist regarding copyrighted documents. A current example concerns Westinghouse Electric Company. Westinghouse has granted NRC a temporary waiver to its copyright restrictions. This waiver requires the requester to copy the Company's copyright notice itself regardless of where it appears in the document. A special copyright notice (See Section D, Attachment No. 4) is attached to Westinghouse documents to which this requirement applies in order to alert both the Contractor and the public. As with most other copyrighted documents, the Contractor may produce one copy of any part or all of the document per order. The requester is responsible for identifying and including in the reproduction order the copyright notice which Westinghouse placed in or attached to its document.

Rarely, is a document placed in the PDR for viewing only and is restricted from copying entirely. These documents are clearly marked (See Section D, Attachment No. 5.) Any order requesting a copy of such a document must be returned to the requester by the Contractor without further processing.

The copyright issue continues to evolve. The Contractor shall respond as instructed by the Project Officer when policy and procedures for handling copyrighted materials change. All Contractor personnel must be informed about and recognize the PDR's methods for marking copyrighted material and must respond accordingly.

B.5.8 REPRODUCTION ORDER FORMS

An order is defined as the order form(s) or acceptable substitutes plus folder(s) and/or microform(s) (except for 48X ARMS microfiche) or non-print media from which copies are to be made. The requester is responsible for specifying documents to be copied. The Contractor is not expected to make subjective decisions about which documents are to be reproduced. Except for 48X ARMS microfiche, the on-site public requester or a PDR staff member retrieves documents from the PDR which are attached to the order forms described herein.

Orders for diazo reproductions of 48X ARMS microfiche or blowbacks from them are submitted without attached microfiche. The Contractor must obtain these microfiche from the Contractor maintained 48X ARMS collection as described above.

There is one government supplied preprinted NRC tripartite order form, NRC Form 171, "Duplication Request" (See Section D, Attachment No. 6). The form is letter size, carbonless, and contain copies for the onsite requester, the recipient, and the contractor. The form identifies all pertinent reproduction, billing, and shipping information. The PDR reserves the right to revise the format of these forms as needed during the contract period. The Contractor's record management system shall permit repeat users to complete the billing data in an abbreviated manner, linking the requester to information already in the Contractor's files. In some cases, a letter, a fax request, computer printout, on-line order form, an Internet request or other acceptable substitute will be submitted with or in lieu of the form. When an order contains difference types of documents (for instance, fiche blowbacks and ADAMS documents), the order with the longest processing time dictates the processing time for the entire group of documents.

All order forms and authorized substitutes have control numbers. The preprinted NRC order forms include requisition numbers. Letters, e-mails and faxed requests are logged-in and assigned a four-digit number by the reference staff. On-line orders have a unique system generated number.

The same logged-in letter may be given to the Contractor on several occasions with a PDR staff notation of "partial order #1," "partial order #2", etc. or "final." In some instances, a preprinted order form may be attached to a letter request in

order to clarify the order. The PDR staff shall record only the letter log-in number in the "Billing Data" block of the preprinted order form, since the letter itself will contain pertinent billing information. This letter log-in number shall be used for order identification on an invoice.

The "Special Instructions/Comments" block on the preprinted forms may serve a variety of purposes. The requester may indicate in that block that several different order forms are to be linked together as one large order for pickup or mailing/shipping at the same time to the requester or recipient. A requester may also use "Special Instructions/Comments" to request special handling or copying (i.e., double-sided copying).

The requester shall complete and shall time/date stamp all order forms and place them with the appropriate folders and/or non-48X ARMS microforms at designated locations in the PDR. Time and date may be handwritten and initialed by PDR staff.

The Contractor may not accept letter, fax, Internet, or telephone requests for documents submitted by the public directly to the Contractor. When such requests are received, the Contractor shall refer telephone callers to the PDR Reference Staff and hand carry any letter, fax, or Internet requests to a PDR reference staff member.

The Contractor shall not sell or share with any individual or organization any mailing lists or listings of PDR clients obtained while performing as the PDR document reproduction contractor.

B.5.9 ON-LINE ORDER SYSTEM

The NRC's document management system (ADAMS) has a module for placing reproduction orders online. Orders produced through the online system may be for any type of document. The Contractor shall also print on-line orders for blowbacks from 48X microfiche prior to processing them. The Contractor shall establish a fixed schedule for printing online orders at least twice each PDR workday between 7:45 a.m. and 4:15 p.m., once before noon and once between 3:00 p.m. and 4:15 p.m. Processing times for Contractor printed orders shall be measured from the time an on-line order is printed. Facsimile or priority service may be requested and corresponding schedules shall apply. If printing or updating on-line orders is delayed because ADAMS is down, processing deadlines shall be extended four hours beyond the time the system is up and running.

The Project Officer will provide instructions and guidance for both printing and updating the status of on-line orders during the PDR Orientation.

B.5.10 WITHDRAWAL OF PDR DOCUMENTS

Occasionally, the PDR Records Manager may be directed by NRC to withdraw a document immediately. The Records Manager or a designated PDR employee shall retrieve all copies of the document in the Contractor's possession. If this means interrupting an order in progress, the Contractor shall notify the Project Officer who will explain the situation to the requester.

B.6 CONTRACTOR PERSONNEL REQUIREMENTS

Because the Contractor provides a service for the PDR and its users, and because members of the public commonly perceive the Contractor as an extension of the PDR, all interactions between Contractor staff and the public and between Contractor staff and PDR staff shall be pleasant, courteous and professional at all times. The Project Officer will report all complaints about Contractor employee behavior toward the public or PDR staff to the Project Manager. If the NRC Project Officer receives two complaints concerning a single individual, the Contractor shall immediately reassign that person to tasks which involve no public or PDR staff contact.

Each Contractor employee who will be working under this contract shall be a citizen of the United States or a residential alien who has been lawfully admitted to the United States for permanent residence. The Project Manager and all other Contractor employees who interact with the PDR staff and users shall be fluent in reading, understanding and speaking English. Each Contractor employee must be able to obtain a security clearance. Employees cannot have a criminal

background or have a felony conviction.

A minimum of two persons, (one on-site supervisor and backup), shall be on duty at all times at the PDR on-site Contractor facility during each PDR workday from 7:45 a.m. to 4:15 p.m. Monday through Friday. Additional personnel are to be provided by the Contractor on an as needed basis to meet the processing and delivery schedules established in this contract for document reproduction services and to accomplish all related tasks. When work is done at the on-site location outside of regular PDR hours, there shall be a supervisor present if more than one Contractor employee is working on-site.

The Contractor shall maintain a current roster of on-site employees which includes name, position title, brief position description, and work schedule of all employees assigned to this contract, including backup personnel and shall submit a copy to the Project Officer. Any changes made to the roster must be submitted to the Project Officer by 4:15 p.m. the next PDR workday following a staff change.

The Contractor on-site supervisor and backup are to be considered the Key Personnel under this contract. The Contractor on-site supervisor and backup shall be knowledgeable of all contract-related responsibilities and procedures and shall have access to all orders and billing records. In addition, a strong customer service orientation is a critical attribute for the on-site supervisor and back-up.

Contractor personnel shall refer all questions related to PDR policy and procedures, reference services, or information brokers to the PDR Reference Librarian on duty in the Reading Room or to the PDR Reference Librarians if the inquiry is received when the Reading Room is closed.

B.7 PDR ORIENTATION

All initial Contractor onsite employees shall participate in a PDR orientation conducted by the Project Officer which includes training in folder re-filing and folder repair and in the filing and maintenance of the 48X ARMS microfiche collection housed in the Contractor's work area. These training sessions shall be scheduled for all Contractor onsite employees within the first two days of the contract period in consultation with the Contractor. Training and instruction guides shall also be provided for using and updating the ADAMS on-line ordering system, when operational. This training shall be limited to Contractor supervisors and to employees assigned on-line order system tasks. The orientation and training shall be repeated quarterly to accommodate new Contractor employees. All training sessions shall be considered on the job work time paid by the Contractor. The sessions shall last no more than two hours. No Contractor employee shall be permitted to re-file documents in the PDR Reading Room prior to attending a training session or being trained by a Contractor employee who has attended a session. Training of new employees by the Contractor is not a substitute for attending the next quarterly session. The Contractor shall be responsible for subsequent supervision of filers. The placement of auditing sheets within folders may be required from time to time as necessary to check accuracy of refilling.

At least two initial Contractor on-site employees, (including the on-site supervisor), will be trained by the Project Officer in printing orders and updating the online order module. The Contractor shall be responsible for subsequent training and supervision of Contractor employees in these activities.

B.8 CONTRACTOR WORK AREA

Access to the Contractor work area in the One White Flint Building, located on the second floor, shall be limited to Contractor personnel, NRC personnel, and equipment or building services personnel. Customer transactions, including document pickup, shall be conducted at the customer service counter.

Only business related to this contract may be conducted in the Contractor work area and other NRC space. The Contractor is expressly prohibited from the use of federal equipment, space etc. provided under the contract for private purposes.

Children are not allowed in the NRC work space for any reason unless accompanied by an adult who is not an on-duty

employee.

The on-site facility shall be kept neat and orderly at all times. The Contractor shall not store PDR documents or files on the floor while they are in his possession. The Contractor shall not store or hold the personal property of PDR users or other members of the public within the Contractor work area.

The Contractor shall comply with all building maintenance, security, and emergency requirements and procedures established by the NRC and in cooperation with building management.

B.9 REPRODUCTION SERVICES TO BE PERFORMED BY THE CONTRACTOR

B.9.1 PAPER TO PAPER REPRODUCTION

The requester identifies documents and/or pages to be reproduced by paper clipping those items in a folder(s) and attaching a completed order form to the folder(s). If the requester wants all the pages in a given folder, a written instruction may simply be given on the order form instead of paper clipping the entire document.

The Contractor shall disassemble, copy, reassemble, and re-staple the original document, and reassemble the file folders. The copy shall be assembled, collated and stapled (when the original document was stapled) or rubber-banded together (large documents).

The Contractor shall retain the proper sequence of pages/documents, in both the original and the copy. Special care in maintaining proper sequence shall be taken whenever the requester orders more than one document from a folder, a multi-volume document, or a large document placed in a series of folders.

When an order form requests all pages from more than one folder, the Contractor shall identify the pages belonging to each folder. This will enable the requester to read the pages sequentially as they appeared in the folders. An example would be a large multi-volume document or document package or a set of related folders which constitute a "reading file." The Contractor may reproduce a copy of the label on the folder and treat it as the first page for the stack of pages produced from that folder.

When a paper document with a spine is submitted with an order form, the Contractor shall request permission from a PDR staff member to cut off the spine to aid in reproduction. In most cases, permission is given. If permission is not granted, the Contractor shall still perform the reproduction.

The customer shall not be charged for blank pages, except for the occasional blank page buried within a two-sided document or an occasional blank sheet which appears in a one-sided original. The Contractor shall examine documents carefully prior to copying in order to identify two-sided documents and reproduce them accordingly. When a document consists of a mixture of two-sided and one-sided sheets, the Contractor shall identify and note the number of single-sided sheets which appear in groups of three or more and exclude the corresponding blanks from the total page count. A customer may request and shall receive reimbursement for any blank pages received that do not fall within these guidelines.

The contractor shall provide all paper to paper copied products on either white bond or white recycled paper. Any special services, requested by the customer, above and beyond this standard, (e.g. colored paper, three-holed paper) must be done at the plain-paper price and is not required in this contract.

Special services must be specified in the contract proposal and must be made known by the Contractor and available to all customers upon request.

B.9.2 PAPER TO PAPER REPRODUCTION - STANDING ORDERS

Certain types of documents are of interest to more than one requester on a regular basis. The PDR maintains standing orders for requesters who have given the PDR written authorization to reproduce these documents as they are received.

The PDR's online standing order system generates individual orders for each requester who has established a standing order. These orders are submitted as a group in a folder with the standing order documents and shall be processed as a group by the Contractor within specified turnaround times based on the number of pages in an individual order, not the total pages for the group of orders. The Contractor shall record the number of pages per order on the record sheet located in the standing order folder.

B.9.3 PAPER TO PAPER REPRODUCTION - SELF SERVICE

The Contractor shall provide and maintain self service paper to paper reproduction equipment in the PDR Reading Room. The equipment must accommodate the needs of both infrequent or one-time users (e.g., coin-operated access) and frequent, perhaps daily, users (e.g., account/vending card access). Simple, self-explanatory instructions on use of the copier must be posted on the machine. The equipment must produce copies in standard letter and legal sizes at a minimum. The copier should provide quick, low volume copying for PDR Reading Room users.

The Contractor shall respond immediately when customers or PDR staff notify the Contractor that a customer has encountered problems with the self-service machine, e.g., paper supply out, illegible copies, jammed pages, malfunctioning vending apparatus, etc.

Self-service shall be available at all times when the PDR Reading Room is open. The Contractor shall notify the Project Officer when the machine is out of order and make alternative arrangements for self-service during down time. The self-service machine shall be repaired or replaced within 24 hours of placing the service call.

B.9.4 PAPER TO PAPER REPRODUCTION - OVERSIZED

Oversized pages are those which are 11" x 17", or larger. Pages larger than legal size 8-1/2" X 14 and smaller or equal to 11" X 17" shall be reduced to legal size paper and reproduced by the Contractor at the base rate. Many foldouts and some of the Rainbow Series of NUREG's are this size. If the requester does not want the pages reduced, the Contractor shall be informed via "SPECIAL INSTRUCTIONS BLOCK" on the order form. If reduction would make the reproduction illegible, quality control requirements shall apply.

The Contractor shall have the capability to produce, off-site or on-site, full size reproduction of all oversized pages including both blue prints and blueprint or blackline engineering drawings.

B.9.5 MICROFORM TO PAPER (BLOWBACK) REPRODUCTION

The Contractor shall provide blowbacks from microforms, either on-site or off-site. The microforms to be blown back consist of second generation aperture cards and second generation microfiche, with the following reduction ratios: 20X (60 and 72 frames), 24X (98 frames), and 48X (364 and 392 frames). The Contractor shall be capable of providing aperture card blowbacks in both full size and reduced 18" x 24" size prints on bond paper. Microfiche blowbacks shall be on 8 1/2" x 11" white bond or white recycled paper.

The Contractor shall staple or rubber-band each multi-page paper document produced from microfiche. When multiple documents on a single microfiche are marked by the requester on the blowback form with special non-sequential grid locations, the Contractor shall keep non-sequential grids separate and staple or rubber-band each document or set of pages accordingly.

When an order form exists for all pages of a multi-microfiche document on 20x or 24x microfiche, the contractor shall identify the pages for each microfiche. This will enable the requester to read the pages sequentially as they appeared on the sequential microfiche. This may be accomplished by providing a number and or a brief identification of the microfiche on a cover sheet for each stack of pages. The stacks may represent one or more microfiche documents identified on the order form. Microfiche test frames or "end of file" frames shall not be included in reproduction orders.

Sometimes different orders will call for the use of the same contractor-maintained microfiche. In such cases, it is the Contractor's responsibility to establish procedures to ensure that both orders can be completed within their respective

turnaround times. In other words, microfiche out of file is not an acceptable excuse for not completing orders within established turnaround times.

B.9.6 MICROFORM TO MICROFORM REPRODUCTION

The Contractor shall produce, either on-site or off-site, black diazo duplicates of aperture cards and microfiche. Microform to Microform may be produced on-site as long as a dry process is used. Microfiche duplicating systems using caustic chemicals are forbidden to be used at NRC. Duplicates shall be produced on 5 mil. thick polyester diazo film. Each microfiche duplicate shall be placed in an individual plain protective envelope for the requester. Nearly all the PDR microfilm collection is second generation diazo film. An undertermined amount of third generation microforms may also exist.

On each duplicate aperture card, the Contractor shall record the identifying numbers which appear on the PDR aperture card.

B.9.7 DISKETTE REPRODUCTION

The Contractor shall produce on virus-free machines duplicate copies of diskettes provided by the PDR. Once an order has been filled, the contractor shall erase any copies files from this hard drive. The Contractor shall not accumulate extensive back-files of machine readable data. Any subsequent problems with filled diskette orders, due to the quality of the original diskett, will be handles by PDR staff as deemed necessary.

The Contractor's stock of blank diskettes will be virus scanned using commercially- available software designed specifically for virus detection. The files to be copied on these virus-free diskettes are currently in text file format. The specifications for these diskettes are as follows: diskettes are standard 3.5 inch (90mm), either double-sided 720K or 1.44 MB diskettes formatted in DOS for IBM compatible personal computers.

Reproduced diskettes shall be subject to the same mailing options and delivery times as other reproduced media (e.g. U.S. Mail, Federal Express). The mailing of reproduced diskettes shall be done in standard padded 3.5" mailers.

B.9.8 VIDEO CASSETTE REPRODUCTION

The Contractor shall produce either on-site or off-site duplicate copies of videotapes in color or black and white provided by the PDR. The specifications for the videotape copies are as follows: Magnetic tape copies shall be VHS professional grade video cassette tapes (e.g. Sony, Fuji, 3-M) with a total 120 minutes playing time.

Each reproduced video cassette shall come with a protective holder and shall be labeled in two places. The first label shall be on the spine of the plastic protective case. The second label shall be on the cassette itself and can be a copy of the label on the PDR master copy, identifying the contents. The labels shall convey information provided by the PDR and may include: the title, relevant subject contents, date, and tape length/duration.

Reproduced videotapes shall be subject to the same mailing options and delivery times as other reproduced media (e.g. U.S. Mail, Federal Express). Videotapes shall be mailed in protective envelopes (bubble-wrap or equivalent).

The master videotape shall be returned to the PDR upon completion of the duplication process.

B.9.9 AUDIO TAPE REPRODUCTION

The Contractor shall produce, either on-site or off-site, duplicate copies of audiotapes provided by the PDR. The copies shall be made on high-quality, brand name (e.g. Sony, 3-M, Maxell) 60, 90, 120-minute cassette tapes depending on the tape length of the submitted tape to be copied. In some cases, both sides of the tape may have to be copied.

Each cassette tape copy must come with a protective case and shall have a label indicating the subject matter, provided by the PDR, the date of the information and the tape number designation (e.g. 1 of 3, 2 of 3, 3 of 3).

Reproduced cassette tapes shall be subject to the same mailing options (e.g. U.S. Mail, Federal Express) and delivery times as other reproduced media. Mailing shall be in bubble-envelopes or a comparable package.

The master audio tape shall be returned to the PDR upon completion of the reproduction process.

B.9.10 PHOTOGRAPHIC REPRODUCTION

The Contractor shall produce off-site or on-site duplicate copies of photographs, 35mm slides, or negatives either in color or black and white.

The finished reproductions shall be placed in a protective envelope or container sufficient to protect the contents. Each protective envelope or slide container for the reproduced group of photographs or slides shall have a label with information provided by the PDR that identifies the contents of the package and its origin.

Reproduced slides, negatives, or photographs shall be subject to the same mailing options and delivery times as other reproduced media (e.g. U.S. Mail, Federal Express). Special packaging shall be required to insure that the contents arrive safely.

The master slides, negatives or photographs shall be returned to the PDR upon completion of the reproduction process.

B.9.11 ORDERING AND STATISTICAL INFORMATION

All requests for reproducing diskettes, videotapes, CD-ROM, CD-ROM to paper, electronic media to paper, paper to paper, audiotapes, slides and photographs shall be submitted to the contractor on the existing NRC Form 171, (Duplication Request), or on an appropriately annotated letter or an ADAMS online order form.

Statistics by media type shall be kept by the Contractor and submitted to the Project Officer on a monthly basis. (See Section D, Attachment No. 7.) Statistics by media type, including special instructions in any section, shall be kept by the Contractor and submitted on the monthly statistics form. These statistics shall include separate data for text showing a) the number of paper pages reproduced, b) the number of microfiche reproduced, c) the number of diskettes reproduced, d) the number of videotapes reproduced, e) the number of audiotapes reproduced, f) the number of photographs or slides reproduced; and the number of compact disks reproduced.

B.9.12 ELECTRONIC FULL TEXT (EFT)/BIBLIOGRAPHIC CITATIONS TO DISKETTE OR PAPER REPRODUCTION

As one of the PDR options for production of documents on diskette or paper from EFT, the Contractor shall be able to produce for the public full text documents from the NRC's document management system (ADAMS).

ADAMS (Agency-wide Documents Access and Management System) comprises the policies, processes, and software tools to manage NRC documents in an electronic environment, rather than paper-based environment. ADAMS replaces such legacy systems as Nuclear Document System, (NUDOCS) and the PDR's Bibliographic Retrieval System (BRS), with a new document management system and interface available to the public via the Internet. ADAMS contains the electronic text of documents, their images, and bibliographic data. The system allows everyone with access to the Internet to visit the NRC Home Page and its Electronic Reading Room and search for, view, download, and print NRC documents. Under ADAMS, NRC will make its public documents available electronically through the ADAMS Public Libraries on the NRC Internet web-site.

Full text documents downloaded to diskette will be defined as one logical file (e.g., as many entire documents as will fit will be copied onto a diskette (720K/1.44MB)). If a document would cause 720k/1.44 to be exceeded, then a second diskette will be started.

The diskette options are similar to those of the diskette copying option as outlined above (3.5 inch in high and low

densities). If the customer does not specify diskette size then the default diskette size will be 3.5"/1.44MB. The contractor shall use virus-free diskettes.

The hard copy output of text and abstracts shall be done on a high-speed laser printer. Single-sheet paper will be used. The print quality shall be such that the copy is readable.

CD-ROMs must conform to ISO standards and must be playable on all standard platforms (UNIX, Windows, and Macintosh).

Each reproduced CD-ROM must be placed in a heavy envelope or jewel case which will be labeled with the ADAMS accession numbers of the document or documents on the CD-ROM.

B.9.13 COMPACT DISK (CD-ROM) DUPLICATION

The Contractor shall produce on-site or off-site duplicate copies of compact disks (e.g. CD-ROMs with either text, images, sound and/or motion) provided by the PDR. In all cases, the compact disks to be duplicated are copies and not the original master. The duplicated discs must conform to ISO standards and must be playable on all standard platforms (UNIX, Windows, and Macintosh).

Each reproduced CD-ROM must be placed in a heavy envelope or jewel case. The labeling may either be on the CD-ROM itself or the envelope. The labeling should contain the same information as the PDR copy.

Reproduced CD-ROMs shall be subject to the same mailing options and delivery times as other reproduced media (i.e. U.S. Mail, Federal Express). Special protective packaging (jewel cases, bubble-wrap) shall be required to insure that the contents arrive undamaged.

The NRC's CD-ROM copy shall be returned to the PDR upon completion of the reproduction process.

B.9.14 COMPACT DISK (CD-ROM) TO PAPER DUPLICATION

The Contractor shall produce on-site paper copies from compact disks (CD-ROMs) provided by the PDR. The Contractor shall have the ability to reproduce to paper individual pages, chapters, or everything from a CD-ROM (e.g. FSAR). The file structure and print function, however, can vary for each individual CD-ROM. Until there are uniform standards for CD-ROM submittals, the Contractor shall notify the PDR of the problems with the reproduction order, if the Contractor is unable to reproduce specific sections of a CD-ROM. The customer will then be given the option of having the contents of the CD-ROM copied in its entirety to paper or to CD-ROM.

The paper copies shall be single-sided copies on white bond or white recycled paper. Any special services requested by the customer above and beyond this standard (e.g. colored paper, three-holed paper) must be done at the plain-paper price and is not required by this contract.

The reproduced paper products from the CD-ROM shall be subject to the same mailing options and delivery times as other reproduced media (i.e., U.S. Mail, Federal Express). The NRC's CD-ROM copy shall be returned to the PDR upon completion of the order.

B.9.15 FINISHED PRODUCTS

The Contractor's handling of the finished products shall be as follows: Each diskette with text documents produced shall be placed in a protective envelope and shall have a label with the name of the document or ADAMS accession number(s) and the date copied.

Reproduced diskettes and printed output shall be subject to the same mailing options and delivery times as other media (e.g. U.S. Mail, Federal Express). The mailing of reproduced diskettes and CD-ROMs shall be done in standard padded mailers.

All data reproduced on diskette or in paper are subject to the requirements outlined in the section entitled, "Quality Control". Defective diskettes or poor quality printouts due to toner problems will be grounds for re-processing the order.

If business is such at any time during the life of the contract, that the contractor fails to have difficulty in meeting the specified turnaround times, then the contractor shall be required to purchase additional hardware/software to handle the increased volume.

B.10 REPRODUCTION COMPLETION SCHEDULE

B.10.1 TURNAROUND TIMES

Nearly all requesters have an immediate need for documents. The Contractor shall use his schedule of turnaround times for all document reproduction services, as submitted in its proposal and as incorporated into this contract. Variables may include: type of media, size of original, size of reproduction, and volume of order. Priority (rush) service shall be offered, in addition to a standard turnaround schedule.

Because a requester may not have a preference between paper to paper reproduction and blowbacks, the Contractor shall offer turnaround times for both processes that are reasonably similar. For example, four hours for paper to paper versus two days for the same number of blowbacks would be unacceptable.

Processing times shall be measured from the time an order is time/date stamped and placed on a designated pickup table. Hours refer to continuous working hours to inform the requester when he can expect an order to be filled. If an order is received at 4:15 p.m. the processing time will start the following PDR workday at 7:45 a.m.

When the requester neglects to time and date stamp the request form, the Contractor shall manually note the time and date of pickup on the form.

When problems arise with information or lack thereof, on an order form during the pickup stage or upon the start of reproduction, the Contractor shall attempt to contact the requester that same day, if the requester is on-site or within local calling distance. When the requester cannot be contacted or is not within local calling distance, the Contractor shall give the order to the Project Officer for further guidance. When the necessary information cannot be readily obtained, the Project Officer may suggest returning the documents to the PDR and having the Contractor note the reason for not completing the request on the order form. The Contractor shall keep the order form to answer eventual inquiries regarding it.

B.10.2 FILLED REPRODUCTION ORDERS

The Contractor shall provide the filled order(s) to the recipient or his representative (requester, on-site user, messenger, etc.) as indicated on the order form(s). This includes recipient pickup from the PDR contractor on-site location or through mailing, shipping or facsimile transmission to the recipient. The exact procedures for timely delivery of filled orders will be dependent on the billing policy of the Contractor and on the delivery specifications.

B.10.3 RECORDING THE COMPLETION OF THE REPRODUCTION PROCESS

Following the completion of the reproduction process, the Contractor shall record the quantity and type of service (pages, microfiche, etc.) on the order form(s) as well as the time and date of completion. The requester copy of the order form is then placed with the order for delivery. The Contractor shall make a copy of the original letter request, on-line order form, or standing order form for delivery with the reproduction order. When the original letter request is accompanied by a preprinted order form, both the customer copy of the order form and a copy of the letter request shall be delivered with the reproduction order.

The Contractor shall prepare an invoice for the order following established procedures set forth in the Section entitled, Billing Policy and Procedures.

B.11 DELIVERY OPTIONS AND SCHEDULES

The Contractor shall offer a variety of delivery options, including but not limited to, onsite pickup, U.S. Postal Service, express services, and facsimile transmission. The Contractor shall use his daily delivery schedule, as submitted in the proposal and as incorporated into this contract.

COD shall be an option for non-account holders who have an immediate need for an order. Postage for delivery, domestic and foreign, by the U.S. Postal Service shall be accurately calculated onsite.

Express service companies to be used shall be specified and remain in effect for the duration of the contract period. Should a delay occur in an evening express service pickup, then the Contractor shall make arrangements for a pickup the following morning.

The Contractor shall provide both foreign and domestic facsimile service. Facsimile orders may be limited by number of pages in relation to turnaround time. A PDR user requesting facsimile service will submit a standard PDR reproduction order form or authorized substitute indicating that the documents should be faxed. The requester shall also complete a fax cover sheet (See Section D, Attachment No. 10). Facsimile turnaround times shall apply regardless of whether requested documents are originally in paper, microform or electronic format.

The Contractor shall maintain a log of all mailed/shipped and faxed orders which clearly identifies the order and the time, date, and method of delivery. This log shall be readily accessible and shall be used to respond to inquiries from requesters and PDR staff.

All orders completed before noon shall be mailed/shipped the same day. Orders completed in the afternoon shall be mailed/shipped by the next PDR workday. Exceptions may apply based on the Contractor's priority service options and billing policy and procedures. The size or type of order shall not be cause for delay of delivery.

If an order has to be re-processed due to a Contractor error, the Contractor shall not charge the customer a second time for duplication or mailing the corrected order. The Contractor shall ship the corrected order by the same method as the previous order at no extra cost.

B.12 RETURN OF ORIGINAL DOCUMENTS TO THE PDR READING ROOM

As orders are filled, the Contractor shall return all PDR folders, microforms (except the Contractor's 48X microfiche), and other media to the PDR on a flow basis during the day. However, at a minimum, all folders, microforms, and other media processed before noon on a given PDR work day shall be returned by 2 p.m. the same day. Documents processed after noon on a given PDR work day shall be returned before 9 a.m. the next business day. This is required to ensure that documents are readily available for requesters seeking the same or different documents in a given folder or on microform.

Occasionally, an on-site requester may supply a personal copy of a paper document (previously reproduced by the Contractor) as a source for additional copies. A note on the document will indicate to the Contractor, the on-site person to whom the documents shall be returned. Also, occasionally a note may be placed on a folder instructing the Contractor to return it to the Reference Desk or a particular PDR staff member.

Microforms submitted with orders shall be returned by the Contractor to one central location in the PDR Reading Room in separate, respective groups of 20X, 24X, and 48X microfiche and aperture cards secured with rubber bands. All PDR microfiche shall be returned in the same envelopes in which they were submitted, face forward so headers are readable. When multiple microfiche are placed in a single envelope, the Contractor shall place them in correct numerical sequence with the first microfiche on top. When a slip sheet appears in a PDR microfiche envelope in order to separate the first and second microfiche, the Contractor shall place the slip sheet in that position in the PDR envelope, even if it was incorrectly placed when received.

The Contractor shall be responsible for the re-filing and maintenance of the 48X ARMS microfiche in the cabinets

located in the Contractor's assigned area at the PDR.

B.13 CUSTOMER INQUIRIES

The PDR on-site location for the Contractor shall be the information point for requesters or recipients on the status of reproduction orders. The Contractor shall be available on PDR workdays (Monday through Friday from 7:45 a.m. - 4:15 p.m., except Federal holidays) at the on-site location to respond to inquiries and to complete the selling transaction for pickup orders.

The Contractor shall establish a routine work flow pattern from the time of order pickup through the re-filing of documents and billing. Contractor staff shall be able to respond to customer inquiries about orders at any point in the process. The Contractor shall have the capacity to retrieve order information by requester name or organization, customer account number, requisition number, letter request number (assigned by PDR staff), on-line order number, and standing order code/date. Not all requesters awaiting orders have copies of NRC order forms because someone else may have placed the order on their behalf. The Contractor shall respond to routine inquiries on status of orders within a few minutes. A requester's lack of knowledge of a requisition number or letter number is not, by itself, sufficient excuse for the Contractor failing to locate an order.

B.14 QUALITY CONTROL

B.14.1 QUALITY CONTROL - REPRODUCTION

The Contractor shall provide paper reproductions to the public that are complete, clearly legible, centered on the sheet, reflect uniform density throughout the image, and are free from any excessive background or toning. All paper reproductions shall be properly collated, stapled (rubber banded in the case of large documents), and be in black image on white bond or white recycled paper.

The Contractor shall provide diazo duplicates of microforms on a 5 mil. thick, clear, polyester base. The quality of all microforms produced must be such that the resolution requirement listed below is resolved when read in accordance with the procedures of M.S. Microcopy Resolution Test Chart 1010: Diazo Microfiche - a minimum of 135 line pairs per mm. There shall be no more than 20 percent loss of background density, and the base plus clear area shall remain the same. Each microfiche duplicate shall be placed in an individual plain protective envelope for the requester. The contractor shall record the identifying number recorded on the PDR aperture card on the duplicate card. All Contractor duplicated microforms shall be free of scratches, holes, tears, fingerprints, dirt, dust, or any defect that would adversely affect their usefulness.

The Contractor shall replace at no charge to the recipient any reproductions failing to conform to these standards.

Since PDR documents are of varying quality, even within a document package, the Contractor shall be responsible for monitoring the legibility and accuracy of completed orders. The Contractor shall halt reproduction when requested documents are not legible or otherwise unsuitable for reproduction. The Contractor shall also quality check all documents to be faxed to determine whether or not the document is of sufficient quality to provide a legible copy via facsimile. The Contractor shall bring problems to the attention of the Project Officer, at which time the processing time clock is suspended until the problem is resolved. The Project Officer shall attempt to replace the defective document and shall notify the customer of lengthy delays or an inability to fill the order.

Valid user complaints concerning the legibility and accuracy of orders, as judged by the Project Officer, in excess of one per month average (exclusive of the first month of the contract) over a 2-4 month period (at the discretion of the Project Officer) shall be grounds for the NRC's consideration of terminating the contract.

B.14.2 QUALITY CONTROL - TURNAROUND TIME AND DELIVERY SCHEDULE

Turnaround times as stated in the Contractor's schedule and the delivery schedule shall each be met at least 95% of the time, based on the sampling described in Subsection C.10. In other words, in the 20 orders examined, there may be no

appear to permit telephone inquiries on the status of orders and accounts. This telephone number shall be identified for that purpose.

- b. Statement that reproduced documents were obtained from the PDR of the NRC.
- c. The pre-printed NRC form number, letter number, on-line order number or standing order code for each separate order that is being billed and the date each order was placed.
- d. The customer purchase order number whenever it is provided with an order.
- e. Quantity and amount due for each medium (number of hard copy pages, number of microfiche, number of faxed pages, etc.) provided to the requester.
- f. Applicable Sales and Use Tax
- g. Mailing/shipping costs when applicable.
- h. Total amount due

The Contractor shall maintain a file of all orders received throughout the contract period and copies of all invoices and statements issued. These records shall be available to the Project Officer at all times.

Infrequently, there may be mistakes by the PDR staff in requesting documents to be reproduced for a PDR user. The costs of such mistakes shall be absorbed by the reproduction contractor.

If the Contractor fails to issue an invoice within 60 days, the Contractor shall forfeit the right to collection for that service. The NRC assumes no obligation to collect payment for contractor services.

B.16 POST AWARD ORIENTATION

The Contractor shall be available following award of the contract but before the start date to present a public orientation in the PDR Reading Room related to the new services and billing policy and procedures and to answer related questions posed by the public. This orientation shall be arranged and presented jointly with the Project Officer.

SECTION C - CONTRACT CLAUSES**C.1 NOTICE LISTING CONTRACT CLAUSES INCORPORATED BY REFERENCE**

The following contract clauses pertinent to this section are hereby incorporated by reference (by Citation Number, Title, and Date) in accordance with the clause at FAR "52.252-2 CLAUSES INCORPORATED BY REFERENCE" in Section I of this contract. See FAR 52.252-2 for an internet address (if specified) for electronic access to the full text of a clause.

| NUMBER | TITLE | DATE |
|--------|---|------|
| | FEDERAL ACQUISITION REGULATION (48 CFR Chapter 1) | |

C.2 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es):

www.arnet.gov

| | | |
|----------|--|----------|
| 52.217-8 | OPTION TO EXTEND SERVICES | NOV 1999 |
| 52.219-6 | NOTICE OF TOTAL SMALL BUSINESS SET-ASIDE | JUL 1996 |

C.3 52.212-5 CONTRACT TERMS AND CONDITIONS REQUIRED TO IMPLEMENT STATUTES OR EXECUTIVE ORDERS--COMMERCIAL ITEMS (MAY 2002)

(a) The Contractor shall comply with the following FAR clauses, which are incorporated in this contract by reference, to implement provisions of law or executive orders applicable to acquisitions of commercial items:

- (1) 52.222-3, Convict Labor (E.O. 11755).
- (2) 52.233-3, Protest after Award (31 U.S.C. 3553).

(b) The Contractor shall comply with the FAR clauses in this paragraph (b) that the Contracting Officer has indicated as being incorporated in this contract by reference to implement provisions of law or Executive orders applicable to acquisitions of commercial items or components:

[X] (1) 52.203-6, Restrictions on Subcontractor Sales to the Government, with Alternate I (41 U.S.C. 253g and 10 U.S.C. 2402).

[] (2) 52.219-3, Notice of HUBZone Small Business Set-Aside (Jan 1999).

[X] (3) 52.219-4, Notice of Price Evaluation Preference for HUBZone Small Business Concerns (Jan 1999) (if the

offeror elects to waive the preference, it shall so indicate in its offer).

☐ (4) (i) 52.219-5, Very Small Business Set-Aside (Pub. L. 103-403, section 304, Small Business Reauthorization and Amendments Act of 1994).

☐ (ii) Alternate I to 52.219-5.

☐ (iii) Alternate II to 52.219-5.

☒ (5) 52.219-8, Utilization of Small Business Concerns (15 U.S.C. 637 (d)(2) and (3)).

☐ (6) 52.219-9, Small Business Subcontracting Plan (15 U.S.C. 637(d)(4)).

☒ (7) 52.219-14, Limitations on Subcontracting (15 U.S.C. 637(a)(14)).

☐ (8)(i) 52.219-23, Notice of Price Evaluation Adjustment for Small Disadvantaged Business Concerns (Pub. L. 103-355, section 7102, and 10 U.S.C. 2323) (if the offeror elects to waive the adjustment, it shall so indicate in its offer).

☐ (ii) Alternate I of 52.219-23.

☐ (9) 52.219-25, Small Disadvantaged Business Participation Program--Disadvantaged Status and Reporting (Pub. L. 103-355, section 7102, and 10 U.S.C. 2323).

☐ (10) 52.219-26, Small Disadvantaged Business Participation Program--Incentive Subcontracting (Pub. L. 103-355, section 7102, and 10 U.S.C. 2323).

☒ (11) 52.222-21, Prohibition of Segregated Facilities (Feb 1999).

☒ (12) 52.222-26, Equal Opportunity (E.O. 11246).

☒ (13) 52.222-35, Equal Opportunity for Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans (38 U.S.C. 4212).

☒ (14) 52.222-36, Affirmative Action for Workers with Disabilities (29 U.S.C. 793).

☒ (15) 52.222-37, Employment Reports on Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans (38 U.S.C. 4212).

☒ (16) 52.222-19, Child Labor--Cooperation with Authorities and Remedies (E.O. 13126).

☐ (17)(i) 52.223-9, Estimate of Percentage of Recovered Material Content for EPA-Designated Products (42 U.S.C. 6962(c)(3)(A)(ii)).

☐ (ii) Alternate I of 52.223-9 (42 U.S.C. 6962(i)(2)(C)).

☐ (18) 52.225-1, Buy American Act--Supplies (41 U.S.C. 10a-10d).

☐ (19)(i) 52.225-3, Buy American Act--North American Free Trade Agreement--Israeli Trade Act (41 U.S.C. 10a-10d, 19 U.S.C. 3301 note, 19 U.S.C. 2112 note).

☐ (ii) Alternate I of 52.225-3.

☐ (iii) Alternate II of 52.225-3.

☐ (20) 52.225-5, Trade Agreements (19 U.S.C. 2501, et seq., 19 U.S.C. 3301 note).

☒ (21) 52.225-13, Restriction on Certain Foreign Purchases (E.O. 12722, 12724, 13059, 13067, 13121, and 13129).

☐ (22) 52.225-15, Sanctioned European Union Country End Products (E.O. 12849).

☐ (23) 52.225-16, Sanctioned European Union Country Services (E.O. 12849).

☐ (24) 52.232-33, Payment by Electronic Funds Transfer--Central Contractor Registration (31 U.S.C. 3332).

☒ (25) 52.232-34, Payment by Electronic Funds Transfer--Other than Central Contractor Registration (31 U.S.C. 3332).

☐ (26) 52.232-36, Payment by Third Party (31 U.S.C. 3332).

☐ (27) 52.239-1, Privacy or Security Safeguards (5 U.S.C. 552a).

☐ (28)(i) 52.247-64, Preference for Privately Owned U.S.-Flag Commercial Vessels (46 U.S.C. 1241).

☐ (ii) Alternate I of 52.247-64.

(c) The Contractor shall comply with the FAR clauses in this paragraph (c), applicable to commercial services, which the Contracting Officer has indicated as being incorporated in this contract by reference to implement provisions of law or executive orders applicable to acquisitions of commercial items or components:

[Contracting Officer check as appropriate.]

☐ (1) 52.222-41, Service Contract Act of 1965, As amended (41 U.S.C. 351, et seq.).

☐ (2) 52.222-42, Statement of Equivalent Rates for Federal Hires (29 U.S.C. 206 and 41 U.S.C. 351, et seq.).

☐ (3) 52.222-43, Fair Labor Standards Act and Service Contract Act--Price Adjustment (Multiple Year and Option Contracts) (29 U.S.C. 206 and 41 U.S.C. 351, et seq.).

☐ (4) 52.222-44, Fair Labor Standards Act and Service Contract Act--Price Adjustment (29 U.S.C. 206 and 41 U.S.C. 351, et seq.).

☐ (5) 52.222-47, SCA Minimum Wages and Fringe Benefits Applicable to Successor Contract Pursuant to Predecessor Contractor Collective Bargaining Agreement (CBA) (41 U.S.C. 351, et seq.).

(d) Comptroller General Examination of Record. The Contractor shall comply with the provisions of this paragraph (d) if this contract was awarded using other than sealed bid, is in excess of the simplified acquisition threshold, and does not contain the clause at 52.215-2, Audit and Records--Negotiation.

(1) The Comptroller General of the United States, or an authorized representative of the Comptroller General, shall have access to and right to examine any of the Contractor's directly pertinent records involving transactions related to this contract.

(2) The Contractor shall make available at its offices at all reasonable times the records, materials, and other evidence for examination, audit, or reproduction, until 3 years after final payment under this contract or for any shorter period specified in FAR Subpart 4.7, Contractor Records Retention, of the other clauses of this contract. If this contract is completely or partially terminated, the records relating to the work terminated shall be made available for 3 years after any resulting final termination settlement. Records relating to appeals under the disputes clause or to litigation or the settlement of claims arising under or relating to this contract shall be made available until such appeals, litigation, or

claims are finally resolved.

(3) As used in this clause, records include books, documents, accounting procedures and practices, and other data, regardless of type and regardless of form. This does not require the Contractor to create or maintain any record that the Contractor does not maintain in the ordinary course of business or pursuant to a provision of law.

(e) Notwithstanding the requirements of the clauses in paragraphs (a), (b), (c) or (d) of this clause, the Contractor is not required to include any FAR clause, other than those listed below (and as may be required by an addenda to this paragraph to establish the reasonableness of prices under Part 15), in a subcontract for commercial items or commercial components--

(1) 52.222-26, Equal Opportunity (E.O. 11246);

(2) 52.222-35, Equal Opportunity for Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans (38 U.S.C. 4212);

(3) 52.222-36, Affirmative Action for Workers with Disabilities (29 U.S.C. 793);

(4) 52.247-64, Preference for Privately Owned U.S.-Flag Commercial Vessels (46 U.S.C. 1241) (flow down not required for subcontracts awarded beginning May 1, 1996); and

(5) 52.222-41, Service Contract Act of 1965, As Amended (41 U.S.C. 351, et seq.).

C.4 52.216-18 ORDERING (OCT 1995)

(a) Any supplies and services to be furnished under this contract shall be ordered by issuance of delivery orders or task orders by the individuals or activities designated in the Schedule. Such orders may be issued from the effective date of the contract through the end of the effective period.

(b) All delivery orders or task orders are subject to the terms and conditions of this contract. In the event of conflict between a delivery order or task order and this contract, the contract shall control.

(c) If mailed, a delivery order or task order is considered "issued" when the Government deposits the order in the mail. Orders may be issued orally, by facsimile, or by electronic commerce methods only if authorized in the Schedule.

C.5 52.216-21 REQUIREMENTS (OCT 1995)

(a) This is a requirements contract for the supplies or services specified, and effective for the period stated, in the Schedule. The quantities of supplies or services specified in the Schedule are estimates only and are not purchased by this contract. Except as this contract may otherwise provide, if the Government's requirements do not result in orders in the quantities described as "estimated" or "maximum" in the Schedule, that fact shall not constitute the basis for an equitable price adjustment.

(b) Delivery or performance shall be made only as authorized by orders issued in accordance with the Ordering clause. Subject to any limitations in the Order Limitations clause or elsewhere in this contract, the Contractor shall furnish to the Government all supplies or services specified in the Schedule and called for by orders issued in accordance with the Ordering clause. The Government may issue orders requiring delivery to multiple destinations or performance at multiple locations.

(c) Except as this contract otherwise provides, the Government shall order from the Contractor all the supplies or services specified in the Schedule that are required to be purchased by the Government activity or activities specified in the Schedule.

(d) The Government is not required to purchase from the Contractor requirements in excess of any limit on total orders under this contract.

(e) If the Government urgently requires delivery of any quantity of an item before the earliest date that delivery may be specified under this contract, and if the Contractor will not accept an order providing for the accelerated delivery, the Government may acquire the urgently required goods or services from another source.

(f) Any order issued during the effective period of this contract and not completed within that period shall be completed by the Contractor within the time specified in the order. The contract shall govern the Contractor's and Government's rights and obligations with respect to that order to the same extent as if the order were completed during the contract's effective period; provided, that the Contractor shall not be required to make any deliveries under this contract after the expiration date of this contract..

C.6 52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within 60 days; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 30 days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed five years.

C.7 SEAT BELTS

Contractors, subcontractors, and grantees, are encouraged to adopt and enforce on-the-job seat belt policies and programs for their employees when operating company-owned, rented, or personally owned vehicles.

C.8 DURATION OF CONTRACT PERIOD

Performance under this contract shall commence on October 1, 2002 and will expire on September 30, 2004. The term of this contract may be extended at the option of the Government for an additional three years.

[End of Clause]

C.9 FEDERAL, STATE AND LOCAL TAXES

The Contractor is responsible for the payment of all Federal, state and local taxes which taxing authorities impose and collect on the sales of copies and services covered by this contract. Section 47-2001n(1)(J) of the District of Columbia code states that the terms "retail sale" and "sale at retail" include the sale or charges for copying, photocopying,

reproducing, duplicating, addressing and mailing services for purposes of the Gross Sales Tax. Section 47-2026 requires vendors to obtain a certificate of registration, and Section 47-2009 requires the amount of the tax to be stated and charged separately from the sales price and shown separately on any record thereof at the time the sale is made or evidence of sale issued by the vendor. The Contractor is required to familiarize himself with other relevant provisions of the Gross Sales tax, including its application to sales when copies are mailed outside the District of Columbia and to sales when copies are reproduced on copying machines.

[End of Clause]

C.10 RELEASE OF USER INFORMATION

All Contractor employees shall comply with the provisions in NRC Manual Chapter 0209, Release of PDR User Information.

[End of Clause]

C.11 REPORTS, DOCUMENTATION AND OTHER DELIVERABLE END ITEMS

On or before the sixth day of each month, the Contractor shall provide the NRC Project Officer a monthly report on Contractor letterhead for the previous month's reproduction services. See Section D, Attachment No. 12 for format and content of the report.

In addition, the Contractor may be called upon by the NRC Project Officer occasionally to provide special statistics, for example, determining the usage and reproduction of Category P documents during the most recent six months. Such a task would require approximately four hours of staff time.

Each week for the first four weeks of the contract, the Contractor and the NRC Project Officer together shall sample a set of ten orders to determine the processing time and to review associated tasks for delivering the filled order. The results of this sample shall be verbally discussed to resolve or eliminate problems.

For each of the succeeding months of the contract period, the NRC Project Officer shall supply to the Contractor a sample of orders (no more than 20) from the previous month. At the NRC Project Officer's discretion, the sample may be randomly selected from the Contractor's file of filled orders, or it may be a selected group of orders chosen by the NRC Project Officer. The Contractor shall analyze the sample orders against the contract requirements and report the results using a form supplied by the NRC Project Officer (See Section D, Attachment No. 12.) The Contractor shall respond within two weeks to the NRC Project Officer with results of this review. At any time the NRC Project Officer may view a particular order to review its completion time.

Before any form or form letter generated by the contractor is sent or given to PDR public users, a copy shall be provided to the NRC Project Officer to review for information purposes as well as for potential discrepancies in regard to the requirements of the contract.

Three months before the end of the contract period, the contractor shall supply the NRC Project Officer with a set of pre-printed mailing labels in zip code order for all account holders served during the previous twelve months of the contract period. These mailing labels shall represent at a minimum 90 percent of the recipients served during the previous twelve months of the contract period. The labels must be clear and complete to enable the PDR to notify past recipients of the forthcoming expiration of the reproduction contract and possible changes in prices and services.

[End of Clause]

C.12 NRCAR 2052.215-72 PROJECT OFFICER AUTHORITY

(a) The Contracting Officer's authorized representative, hereinafter referred to as the Project Officer for this contract is:

NAME: Richard Smith

ADDRESS: NRC Public Document Room
11555 Rockville Pike
Second Floor
Rockville, MD 20852

TELEPHONE: (301) 415-2160

(b) The Project Officer shall:

(1) Monitor contractor performance and recommend to the Contracting Officer changes in requirements; and

(2) Inspect and accept products/services provided under this contract; and

(c) The Project Officer may make changes to the express terms and conditions of this contract.

C.13 2052.215-70 KEY PERSONNEL

(a) The following individuals are considered to be essential to the successful performance of the work hereunder:

Ileana Jovel, Project Manager
Maria Garcia, Back-up Manager
Irma Sosa, Document Distribution Assistant

The contractor agrees that personnel may not be removed from the contract work or replaced without compliance with paragraphs (b) and (c) of this section.

(b) If one or more of the key personnel, for whatever reason, becomes, or is expected to become, unavailable for work under this contract for a continuous period exceeding 30 work days, or is expected to devote substantially less effort to the work than indicated in the proposal or initially anticipated, the contractor shall immediately notify the contracting officer and shall, subject to the concurrence of the contracting officer, promptly replace the personnel with personnel of at least substantially equal ability and qualifications.

(c) Each request for approval of substitutions must be in writing and contain a detailed explanation of the circumstances necessitating the proposed substitutions. The request must also contain a complete resume for the proposed substitute and other information requested or needed by the contracting officer to evaluate the proposed substitution. The contracting officer or his/her authorized representative shall evaluate the request and promptly notify the contractor of his or her approval or disapproval in writing.

(d) If the contracting officer determines that suitable and timely replacement of key personnel who have been reassigned, terminated, or have otherwise become unavailable for the contract work is not reasonably forthcoming, or that the resultant reduction of productive effort would be so substantial as to impair the successful completion of the contract or the service order, the contract may be terminated by the contracting officer for default or for the convenience of the Government, as appropriate. If the contracting officer finds the contractor at fault for the condition, the contract price or fixed fee may be equitably adjusted downward to compensate the Government for any resultant delay, loss, or damage.

(End of Clause)

C.14 GOVERNMENT FURNISHED EQUIPMENT/PROPERTY (JUNE 1988)

(a) The NRC will provide the contractor with the following items for use under this contract:

(1) Sufficient space for at least two Contractor photocopy machines, one contractor desk top microfiche duplicating machine, and three contractor microfiche printers to be located at the onsite location of the PDR, 2120 L Street, N.W., Lower Level 1, Washington, D.C. There is approximately 750 square feet of floor space in this room. (See Section D, Attachment No. 16). There is no vent or window to outside air. The building is open from 7:00 am to 6:00 pm each PDR workday. The Contractor will have key card access outside of these hours. Sufficient space in the PDR Reading Room exists for one Contractor-provided self-service photocopying machine.

(2) Electricity: Five 220-volt 30-amp outlets and sixteen 110/120-volt outlets and electricity necessary at the on-site facility. One 110/120 volt outlet and electricity necessary for operation of the self-service machine located in the PDR Reading Room.

(3) Furniture: Four microfiche cabinets. Additional microfiche cabinets will be added as needed. See also item (5) below.

(4) Folder repair supplies: Sufficient supply of Ames Easclip bars, U-clips, and replacement tubing for replacement of broken items discovered during the course of reproduction work.

(5) Microfiche collection: Two complete sets of 48X ARMS microfiche representing currently about 86,000 microfiche each in sequential order by microfiche number. The government shall provide microfiche cabinets for the storage of this collection. See also item (3) above. A designated PDR staff member, usually on a daily basis, will give the Contractor two sets of approximately 20 new ARMS microfiche each in sequential number order in individual envelopes. The contractor shall mark the upper right hand corner of the microfiche with permanent marking pens to ensure that these microforms do not become intermixed with the 48X ARMS microfiche stored elsewhere at the PDR. The Contractor shall use different colored pens (red and purple) to mark each set. The Contractor shall then sequentially file the microfiche into the cabinets provided. White, tabbed fiche dividers will be provided to maintain the microfiche collection order.

(b) Only the equipment/property listed above in the quantities shown will be provided by the Government. This property is subject to the provisions of the Government Property Clause under this contract. All other equipment/property required in performance of the contract shall be furnished by the Contractor.

[End of Clause]

C.15 CONTRACTOR-PROVIDED PROPERTY AND MANPOWER FOR ON-SITE REPRODUCTION AND RELATED SERVICES

C.15.1 MACHINES

All Contractor machines used for the performance of this contract shall be of such quality and routinely maintained so as to eliminate frequent periods of inoperability that would prevent meeting the delivery requirements and qualifications set forth herein. All machines installed onsite in the PDR shall be used exclusively for reproduction work performed for NRC PDR requesters.

C.15.2 ON-SITE/PAPER TO PAPER

The Contractor shall install, maintain and operate at the PDR on-site location, a minimum of one high-speed electrostatic copying machine with automatic feed and reduction capabilities. An additional manned electrostatic copying machine may be installed and operated by the contractor to meet the delivery schedule established in the contract.

C.15.3 ON-SITE/MICROFICHE TO PAPER

The Contractor shall install three or more microfiche reader/printer(s) to provide white bond or recycled paper blowbacks.

C.15.4 ON-SITE/MICROFICHE TO MICROFICHE

The Contractor shall install a table model microfiche duplicating machine onsite to meet the processing schedule established in the contract. There is no vent to the outside from this room.

C.15.5 ON-SITE/SELF-SERVICE EQUIPMENT

The Contractor shall also install and maintain one self-service, paper to paper reproduction equipment in the PDR Reading Room that can reproduce both 8-1/2" x 11" and 8-1/2" x 14" sized documents. Required features are noted in Section B.9.3. Contractor personnel shall monitor the operation of the self-service equipment to ensure an ample supply of paper and toner and that legible copies are being produced. The Contractor must consider the limited space available when selecting equipment. Some slight rearrangement of furniture may be proposed. The Contractor shall also provide at least one standard stapler, a heavy duty stapler, a staple remover, and staple supplies for the public to use at the self service equipment.

C.15.6 FACSIMILE EQUIPMENT

The Contractor is required to provide a facsimile machine which is compatible with most other facsimile machines and a dedicated telephone line at the PDR onsite location. The Contractor is also responsible for obtaining backup service in the event of machine failure to ensure that turnaround times are met.

C.15.7 COMPUTER AND PERIPHERALS

The Contractor shall provide all computer and communications equipment and software necessary for accessing the PDR's On-line Ordering and Full Text (EFT) Systems as a dial-in user.

- 1) A personal computer (minimum 486) with serial port(s) that accept(s) a baud speed of at least 9600 and with a potential baud speed of 19200. In addition to the existing hardwired line connecting the contractor with the PDR database (BRS), the contractor may dial-in directly to BRS should business warrant.
- 2) Off-the-shelf utility software that supports Z-Modem, or X-Modem, to create a file-to-file transfer of data (full text or textual abstracts), and Norton Commander, for example, to copy the text records to a hard drive and then copy the data to a diskette.
- 3) A high-speed laser printer.

[End of Clause]

C.15.8 MISCELLANEOUS EQUIPMENT AND SUPPLIES

The Contractor shall be responsible for furnishing telephone service for Contractor use, sufficient quantities of toner/developer, white bond or recycled paper, paper clips, film, collating bins, postage scale, a device for cutting spine bindings off PDR documents (when approved by the PDR staff) large and small staplers with staples, staple remover, pliers for the larger staples, rubber bands, microfiche envelopes, items to process the financial transactions, red and purple marking pens for microfiche, sufficient shelving, tables and chairs at the onsite location and all other equipment and supplies that are necessary for providing reproduction and related services for the public at the PDR.

[End of Clause]

C.16 CONTRACTOR PROVIDED PROPERTY AND MANPOWER FOR OFF-SITE REPRODUCTION AND RELATED SERVICES

With extended building hours available, the Contractor is encouraged to perform as much reproduction onsite as possible, to eliminate the problems that develop with offsite processing. The Contractor shall have the necessary resources and equipment available for off-site reproduction of all types of services specified in Section B required for compliance with processing and delivery schedules. The Contractor shall be responsible for all film, paper, property, equipment, transportation, and all other supplies as required to provide reproduction and related services at the offsite facility.

The Contractor shall arrange as many pickups and deliveries to return orders onsite as may be required to meet the specified processing schedules for all reproduction services. Orders to be taken off-site are to be picked up at the PDR onsite contractor facility from on-site personnel who shall maintain a tracking system for identifying which orders have been taken off-site.

[End of Clause]

C.17 CONTRACTOR BACKUP EQUIPMENT

If at any time during the performance of work under this contract, Contractor installed onsite equipment fails to operate, the Contractor shall immediately place a service call for repair of the equipment, and make every attempt to have the machine operable as quickly as possible. When the volume of orders increases to such an extent that the Contractor cannot meet the processing and delivery schedules with on-site equipment, the Contractor shall notify the NRC Project Officer. The Contractor then shall use the necessary backup equipment to complete the outstanding orders. Equipment failure shall not be considered an excuse for failing to meet the requirements of this contract.

[End of Clause]

C.18 EQUIPMENT REMOVAL

The Contractor shall remove all Contractor onsite property/supplies from the PDR within 24 hours after expiration of the contract. The NRC will notify the Contractor at least 14 calendar days prior to expiration of the contract so that the Contractor may make arrangements for removal of equipment and supplies. If the Contractor fails to remove such equipment, property and supplies from the PDR on-site location within 24 hours, NRC shall have the right to use or remove such equipment, property and supplies. Any removal or storage charges incurred will be at the expense of the Contractor.

C.19 SECURITY REQUIREMENTS FOR AUTOMATED DATA PROCESSING SERVICES:

The proposer/contractor must identify all individuals and propose the level of ADP approval for each, using the following guidance. The NRC sponsoring office shall make the final determination of the level, if any, of ADP approval required for all individuals working under this contract. The Government shall have and exercise full and complete control over granting, denying, withholding, or terminating building access approvals for individuals performing work under this contract.

C.20 CONTRACT SECURITY REQUIREMENTS FOR ADP LEVEL I

Performance under this contract will involve prime contractor personnel, subcontractors or others who perform services requiring direct access to or operate agency sensitive automated information systems (ADP Level I). The ADP Level I involves responsibility for the planning, direction, and implementation of a computer security program; major responsibility for the direction, planning, and design of a computer system, including the hardware and software; or the capability to access a computer system during its operation or maintenance in such a way that could cause or that has a relatively high risk of causing grave damage; or the capability to realize a significant personal gain from computer access.

Such contractor personnel shall be subject to the NRC contractor personnel security requirements of NRC Management Directive (MD) 12.3, Part I, which is hereby incorporated by reference and made a part of this contract as though fully set forth herein, and will require a Limited Background Investigation (LBI). The contractor shall submit through the Project Officer to the NRC Division of Facilities and Security (DFS) within fifteen (15) calendar days following award of contract, execution of a modification, or proposal of new personnel for work to be performed under the contract, a completed Personnel Security Forms packet including a Questionnaire for National Security Positions (SF-86) for all personnel requiring the investigation. The contractor shall assure that all forms are accurate, complete, and legible (except for Part 2, Questionnaire for National Security Positions, which is required to be completed in private and submitted by the individual to the contractor in a sealed envelope). Any questions regarding the individual's eligibility for ADP Level I approval will be resolved in accordance with the due process procedures set forth in MD 12.3, Exhibit I. As set forth in MD 12.3, based on DFS review of the applicant's security forms and/or the receipt of adverse information by NRC, the individual may be denied access to NRC sensitive automated information systems and data until a final determination is made of his/her eligibility under the provisions of MD 12.3, Exhibit I.

In accordance with NRCAR 2052.204-70, "Security," ADP Level I contractors shall be subject to the attached NRC Form 187 (See Section D for List of Attachments) which furnishes the basis for providing security requirements to prime contractors, subcontractors or others (e.g., bidders) who have or may have an NRC contractual relationship which requires access to or operation of agency sensitive automated information systems or remote development and/or analysis of sensitive automated information systems and data or other access to such systems and data; access on a continuing basis (in excess of 30 days) to NRC Headquarters controlled buildings or otherwise requires NRC photo identification or card-key badges.

C.21 CONTRACT SECURITY REQUIREMENTS FOR ADP LEVEL II

Performance under this contract will involve contractor personnel who remotely develop and/or analyze sensitive automated information systems and data or otherwise have access to such systems and data (ADP Level II). The ADP Level II involves responsibility for the direction, planning, design, operation, or maintenance of a computer system by an individual whose work is normally technically reviewed by an ADP I sensitivity level employee to ensure the integrity of the system; other positions involving a degree of access to a system that creates a significant potential for damage or personal gain but less than that of ADP Level I positions; and, all other computer or ADP positions. Such contractor personnel shall be subject to the NRC contractor personnel requirements of Management Directive (MD) 12.3, Part I, which is hereby incorporated by reference and made a part of this contract as though fully set forth herein, and will require an Access National Agency Check with Inquiries Investigation (ANACI). The contractor shall submit through the Project Officer to the NRC Division of Facilities and Security within fifteen (15) calendar days following award of contract, execution of a modification, or proposal of new personnel for work to be performed under the contract, a completed Personnel Security Forms packet including a Questionnaire for National Security Positions (SF-86) for all personnel requiring the investigation. The contractor shall assure that all forms are accurate, complete, and legible (except for Part 2, Questionnaire for National Security Positions, which is required to be completed in private and submitted by the individual to the contractor in a sealed envelope). Any questions regarding the individual's eligibility for ADP Level II approval will be resolved in accordance with the due process procedures set forth in MD 12.3, Exhibit I. As set forth in MD 12.3, based on DFS review of the applicant's security forms and/or the receipt of adverse information by NRC, the individual may be denied access to NRC sensitive automated information systems and data until a final determination is made of his/her eligibility under the provisions of MD 12.3, Exhibit I.

In accordance with NRCAR 2052.204-70, "Security," ADP Level II contractors shall be subject to the attached NRC Form 187 (See Section D for List of Attachments) which furnishes the basis for providing security requirements to prime contractors, subcontractors or others (e.g., bidders) who have or may have an NRC contractual relationship which requires access to or operation of agency sensitive automated information systems or remote development and/or analysis of sensitive automated information systems and data or other access to such systems and data; access on a continuing basis (in excess of 30 days) to NRC Headquarters controlled buildings or otherwise requires NRC photo identification or card-key badges.

C.22 CANCELLATION OR TERMINATION OF ADP ACCESS/REQUEST

When a request for investigation is to be withdrawn or cancelled, the contractor shall immediately notify the Project Officer by telephone in order that he/she will contact the NRC Division of Facilities and Security (DFS) so that the investigation may be promptly discontinued. The notification shall contain the full name of the individual, and the date of the request. Telephone notifications must be promptly confirmed in writing to the Project Officer who will forward the confirmation to the NRC DFS. Additionally, the DFS must be immediately notified when an individual no longer requires access to NRC sensitive automated information systems and data, including the voluntary or involuntary separation of employment of an individual who has been approved for or is being processed for access approval under the NRC Computer Personnel Security Program.

SECTION D - CONTRACT DOCUMENTS, EXHIBITS, OR ATTACHMENTS

D.1 ATTACHMENTS

| NUMBER | TITLE |
|--------|---|
| 1 | PDR Reproduction Statistics (3 pages) |
| 2 | Ames Easiclip Fastener |
| 3 | Copyright Notice - General |
| 4 | Copyright Notice - Westinghouse |
| 5 | Copyright Notice - Restricted |
| 6 | Duplication Request Form |
| 7 | Monthly Statistics Report Form |
| 8 | NRC Manual Chapter 0209, Release of PDR User Information |
| 9 | NRC Form 187, Contract Security and/or Classification Requirements |
| 10 | PDR Facsimile Transmission Cover Sheet |
| 11 | Fixed-Price Billing Instructions |